CENGAGE Learning

SAM

Assessment, Training and Projects for Microsoft Office

Instructor User Manual

SAM

SAM Instructor User Manual

Contents

Using This Manual 1

Introduction to SAM 2

Some Ideas on Using SAM 2

Using SAM in the Classroom 2

Using SAM as a Business Tool 3

Before You Begin 4

Licensing and Setting Up SAM 4

Key Code and Site License Versions of SAM 4

Establishing Security for SAM 4

SAM User Roles 5

System Requirements 6

Configuring Your Browser 7

Supported Browsers 7

Confirming Browser Settings 8

Setting Up Pop-Ups (IE Only) 9

Disabling Pop-Up Blockers 10

Disabling Ad Blockers 12

Setting Up Your Computer 13

Necessary Software 13

Monitor Resolution 13

Setting Up a Split Screen Environment 14

Windows 15

Macintosh 15

Tips for Macintosh Users 16

Getting Started with SAM 17

Logging into SAM 17

Navigating SAM 18

Home 18

Downloading Documentation 18

Receiving Messages 19

Updating Your Account 19

Getting Technical Support 19

Using Student View 21

Managing Users 22

Searching for and Selecting a User Account 22

Adding a User Account 22

User Account Field Names and Descriptions 23

Importing User Records 24

User Import Format 24

User Import Procedure 25

Editing a User's Account 27

Resetting or Adjusting a Student's Exams 28

Deactivating a User's Record 28

Sections 30

Selecting and Previewing a Section 30

Adding a Section 30

Editing a Section 33

Copying a Section 33

Deactivating a Section 36

Exams 37

Adding an Exam Part I – Step One of the Add Exam Wizard 37

Adding an Exam Part II – Steps Two, Three and Four of the Wizard 38

A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available 39

B: Selecting Textbooks, Chapters and Make all SAM Tasks available 40

C: Selecting Only Make all SAM Tasks available 40

Adding an Exam Part III - Scheduling the Exam 41

Exam Assignment and Schedule Options 42

Editing an Exam 44

Copying an Exam 45

Deactivating an Exam 45

Previewing an Exam 46

Custom Questions 47

Locating and Previewing Custom Questions 47

Adding a Custom Question 47

Editing a Custom Question 49

Copying a Custom Question 49

Deactivating a Custom Question 50

Training 51

Adding a New Training Part I – Step One of the Add Training Wizard 51
Adding New Training Part II – Steps Two, Three and Four of the Add Training Wizard 52
A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available 52
B: Selecting Textbooks, Chapters and Make all SAM Tasks available 53
C: Selecting Only Make all SAM Tasks available 54
Editing Training 54
Copying an Existing Training 55
Adding a New Training– Part III - Scheduling the Training 56
Scheduling Training Options 56
Deactivating Training 57
Previewing Training 58

Projects 59

Locating and Previewing Projects 59
Scheduling a Project 60
Project Assignment Options and Schedule 61
Deactivating a Project 62

Scheduling SAM Assignments 63

Locating and Selecting a SAM Assignment 63
Scheduling an Exam 64
Exam Assignment Options and Schedule 64
Scheduling Training 67
Training Assignment Options and Schedule 67
Scheduling a Project 68
Project Assignment Options and Schedule 69
Adjusting Project Weights 71
Scheduling a SAM Path 71
SAM Path Exam > Training > Exam Options 73
SAM Path Training > Exam Options 76
SAM Path Exam > Training Options 77
Manually Submitting Assignment Results 79

Scheduling Individual Assignments 81

Scheduling Individual Exams 81
Scheduling Individual Training 83
Scheduling Individual Projects 84
Scheduling Individual SAM Paths 85

Using the Express Creation Wizard 86

Adding and Scheduling an Exam Assignment 86
Exam Assignment Options and Schedule 87
Adding and Scheduling a Training Assignment 89
Training Assignment Options and Schedule 91
Adding and Scheduling a Project Assignment 91
Project Assignment Options and Schedule 92

Using the Content Player 94
Title Bar: Assignment Information 94
Question Area: Assignment Questions and Tasks 94
Control Panel: Content Player Controls 94
Control Panel: Content Player Controls (Continued) 95

Results 97
Introduction 97
Reports 97
Generating Reports 97
Viewing Reports 98
Using Playback 99
Report Types with Associated Reports 100
Dropbox 101
Accessing Dropbox 101
Viewing/Deleting a File in Dropbox 101
Adding/Deleting a Note in Dropbox 102
Gradebook 102
Selecting a Section 103
Viewing and Changing Scores in the Table Grid 103
Managing the Gradebook 104
Modifying Gradebook Settings 105
Exporting the Gradebook 105
Modifying Assignment Type and Weights 105
Adding Custom Assignment Types and Adjusting the Weight Distribution 106
Deleting Custom Assignment Types 107
Editing Custom Assignment Types 108
Promoting an Individual Assignment to an Singled out Assignment Type 108
Adding a New Assignment 109
Deleting Individual Assignments 110

Administration Settings 111

Introduction 111
Database Management 111
Searching for, Selecting and Processing Items 111
Global Options 114
Modifying Global Options 115
Logging Out of SAM 115

Appendix A: Troubleshooting Guide i
Login and SAM Access Issues i
Recovering and Resuming from a Crash or Lost Connection i
Internet Explorer i
Firefox for Windows i
Chrome for Windows ii
Safari for Macintosh ii
Troubleshooting Project-Related Problems ii
Wrong Key iii
Wrong Name iii
Wrong Format iii
Wrong Application iii
Virus Detected iii
Maximum File Size Exceeded iii

Appendix B: SAM Report Descriptions iv
Exam Report Descriptions iv
Training Report Descriptions vi
Project Report Descriptions vii
SAM Path Report Descriptions viii
Other Report Descriptions ix

Using This Manual

This manual contains the following fifteen sections:

- **Introduction to SAM**: Provides an overview of the SAM product and suggests possible uses.
- **Before You Begin**: Provides instructions concerning the setup of your browser and computer to effectively access and use SAM.
- **Using SAM**: Provides detailed instructions about using SAM's various features and information about getting assistance from Cengage Learning.
- **Users**: Provides detailed instructions on how to manage the various types of users in SAM.
- **Sections**: Provides detailed instructions on how to manage sections in SAM.
- **Exams:** Provides detailed instructions on how to manage exams.
- **Custom Questions:** Provides instruction on how to manage custom questions.
- **Training:** Provides detailed instructions on how to manage training.
- **Projects**: Provides instruction on how to manage projects.
- **Express Creation**: Provides instruction on how to use the Express Creation Wizard.
- **Scheduling Individual Training Assignments**: Provides instruction on how to schedule assignments for an individual student or set of students within a section.
- **Results**: Provides detailed instructions on how to use SAM's various reporting features including Reports, Dropbox and Gradebook.
- **Administration Settings**: Provides detailed instruction on Database Management and setting Global Options.
- **Troubleshooting Guide**: Provides help and tips to resolve common SAM problems.
- **SAM Report Descriptions**: Provides details on each of the available SAM reports.

Introduction to SAM

SAM (Skills Assessment Manager) is a web-based application that measures student proficiency in Microsoft Office software and technology-related topics. SAM teaches Microsoft Word, Excel, PowerPoint, Access, Outlook and Internet Explorer in addition to Foundational Computer Concepts. SAM uses skill-based assessments, interactive training, real-world projects and just-in-time remediation to help students master essential computing skills.

SAM offers four modes of instruction:

- **Exams:** Create and schedule tailored exams with task-based and objective-based questions. These exams can include the specific questions and tasks that you choose.
- **Training:** Create and schedule training assignments consisting of task-based questions. As with exams, you choose the questions in each training assignment.
- **Projects:** Assign cases based on end-of-chapter materials. Use the actual Office applications. Project work is submitted securely to the SAM system for automatic grading.
- **SAM Path:** Combine exams and training activities to support path-based learning.

You can schedule SAM exams, training, projects and paths in any combination.

Some Ideas on Using SAM

You can use SAM in a variety of ways. The fundamental purpose of SAM is:

- To teach students how to use Microsoft Office, Internet Explorer and Windows
- To test a student's level of competency using these products
- To suggest supplemental instruction through a Cengage Learning textbook

The entire family of SAM products is useful in different settings where users want or need instruction in Microsoft business applications.

Using SAM in the Classroom

Your institution may require that students take a SAM exam before placing them in a class or to determine their current proficiency level. You can also use SAM to evaluate your instruction. You can use SAM to provide immediate feedback or use it for practice, mid-terms or final exams.

Using SAM as a Business Tool

SAM can be an integral part of the hiring process. Businesses can screen and test prospective employees on their proficiency in Microsoft applications using customized SAM exams. Businesses can also use SAM to determine which employees need additional instruction to obtain the level of competency their jobs require.

Before You Begin

This section includes all the information you need to know before starting to use SAM. Topics include:

- Licensing and Setting up SAM
- System Requirements
- Configuring Your Browser
- Setting up your Computer
- Setting up a Split Screen Environment
- Tips for Macintosh Users

Licensing and Setting Up SAM

SAM requires a separate license and separate user accounts for the SAM product. Contact Technical Support if you have any questions.

Key Code and Site License Versions of SAM

There are two versions of SAM: **Key Code** and **Site License**. Both versions offer the same features; however, from an administrative standpoint, they differ in some fundamental ways:

- **Key Code**: At institutions that adopt the Key Code version of the product, each student purchases a tutorial that includes a SAM key code. Students need a valid key code for initial login. A student enters a valid key code to activate an account.
- **Site License**: At institutions that adopt the Site License version, students can enter and use SAM without purchasing a key code. The institution purchases a license for a specific number of students to use the application for a fixed period of time, usually one year.

Establishing Security for SAM

The supervisor is the first user at an institution to log into SAM and set up accounts and permissions for other users at that institution. The supervisor must have the Institution Key for this initial login. If you have not created your Institution Key, contact Technical Support for more information.

The supervisor logs in with a unique username, which is in email format and consists of: super_*T2xxxxxx*, where *T2xxxxxx* is the Institution Key, and @sam.com.

For example, if your Institution Key is **T2123456**, the supervisor username is **super_T2123456@sam.com**. The default supervisor password is **password**.

We strongly recommend that the supervisor change the supervisor password after logging in for the first time with the username **super [institution key]@sam.com** and the password **password**. Only one person at an institution can log in at one time with the supervisor account in SAM. After logging in, the supervisor can set up instructor accounts.

SAM User Roles

Each new SAM user account has a role that determines its access. SAM supports the following roles:

Role	Set up by	Access Rights
Supervisor		■ Sets up the Institution Key ■ Can access all SAM staff functionality, including the Admin Settings area ■ Can create administrator, instructor and student accounts but not additional supervisors ■ Can change roles of administrators and instructors but not students
Administrator	The institution's designated supervisor	■ Can access all SAM staff functionality including the Admin Settings area ■ Can create instructor and student user accounts
Creator (Section)		■ Can add/remove students, instructors and owners ■ Can add/edit assignments associated with their sections ■ Can deactivate any assignments associated with their sections, whether or not they created the assignments ■ Cannot deactivate an assignment scheduled in multiple sections; right reserved by the assignment creator ■ Can access/edit the Gradebook for a section ■ Can run all reports ■ Can edit/deactivate the section
Owner (Section)	The institution's designated supervisor	■ Can access all SAM staff functionality except the Admin Settings area ■ Can add/remove students and instructors ■ Can add/edit/deactivate assignments associated with the section even if not the creator of the assignment ■ **NOTE:** Only the assignment creator or supervisor can deactivate an assignment scheduled in more than one section. ■ Can access/edit the Gradebook for a section ■ Can run all reports ■ Can edit a section ■ Cannot add/remove users in an owner role

Role	Set up by	Access Rights
Instructor	The institution's designated supervisor or administrators	■ Can access all SAM staff functionality except the Admin Settings area ■ Can add/remove students and instructors to/from a section ■ Can add/edit assignments ■ Can access/edit the Gradebook for sections where you are an assigned instructor ■ Can run all reports ■ Cannot add/remove users in an owner role
Student	The institution's designated supervisor, administrators or instructors	■ Can access the student version of SAM only (for access to assignments) ■ Cannot create any user accounts

NOTES:

- Users can only see and modify their own passwords.
- For security purposes, once a username is established, no user can modify it. A username is different from the user's communication email address, which is editable.
- A student whose institution has a key code license sees a key code prompt when logging into SAM for the first time. To purchase a key code, students can go to http://www.cengagebrain.com.

System Requirements

Each workstation running a SAM product must meet the following minimum system requirements:

Requirements	Details
Computer	■ Processor: Intel Pentium 4 or higher processor required; Intel Centrino or an equivalent multi-core processor recommended ■ Memory: 512 MB RAM required; 1 GB RAM recommended ■ Operating Systems: Windows Vista SP1 32- or 64-bit, Windows 7 32- or 64-bit or Windows 8 32- or 64-bit; Macintosh OS X 10.6 Snow Leopard or higher
Audio and Video	■ Graphics: SVGA ■ Resolution: Minimum recommended 1024 x 768 ■ Color: 32-bit ■ Video Memory: 64 MB minimum; 128 MB recommended ■ Video Card: Modern DirectX compatible

Requirements	Details
Network	■ Internet Connection: 56K modem minimum; broadband connection (cable, DSL, T1 or ISDN) recommended; persistent connection required
Software and Disk Storage	■ Web Browsers: 4 MB ■ Adobe Flash Player 11 recommended; versions 10.2 or higher have been tested and are supported; versions prior to 10.1 are not supported: 2 MB ■ Adobe Reader 8 minimum; 9 recommended: 22.4 MB ■ SAM Projects: ■ For SAM 2010 Projects: Microsoft Office 2010 Professional for Windows ■ For SAM 2013 Projects: Microsoft Office 2013 Professional for Windows, Professional Plus, RT and Office 365 (Home Premium, University) **NOTE:** Refer to your Microsoft documentation for current disk storage requirements.

For up-to-date system requirements for Microsoft products, refer to the following pages on the Microsoft web site:

- For the Windows Vista operating system: http://support.microsoft.com/kb/919183
- For the Windows 7 operating system:
- http://windows.microsoft.com/en-us/windows7/products/system-requirements
- For the Windows 8 operating system:
- http://windows.microsoft.com/en-us/windows-8/system-requirements

Configuring Your Browser

Supported Browsers

You can access SAM using the following browsers:

Operating Systems	Supported Browsers
Windows Vista SP1, Windows 7 and 8	Internet Explorer 9 through 11 for 32-bit version of Windows or 64-bit versions running in 32-bit emulation mode; Firefox (latest version and latest -1); Chrome (latest version and latest -1) **NOTES:** ■ SAM 2010 Assessment and Training content is not tested on Chrome. ■ Compatibility Mode is not supported in Internet Explorer.

Operating Systems	Supported Browsers
Macintosh OS X 10.6, 10.7 and 10.8 Snow Leopard	Safari 5.0 or 6.0 (for Mac OS 10.8 only); Firefox (latest version and latest -1)

Confirming Browser Settings

Confirm these settings in your browser:

- JavaScript is enabled.
- Pop-up blocking is disabled, either entirely or for the SAM URL **http://sam.cengage.com**.
- Ad-blocking software is disabled for the URL **http://sam.cengage.com**.

Enabling JavaScript

To use SAM, verify that JavaScript is enabled on your browser. To confirm its status and, if necessary, enable it, use the appropriate procedure for your browser.

Internet Explorer

Step	Action
1	Start Internet Explorer.
2	On the **Tools** menu, click **Internet Options**. **Result**: The **Internet Options** dialog box opens.
3	Click the **Security** tab.
4	Click **Trusted Sites**.
5	Click **Custom level**. **Result**: The **Security Settings – Internet Zone** dialog box opens.
6	Scroll to the **Scripting** section.
7	Under **Active Scripting**, confirm that the **Enable** option button is selected.
8	Click **OK** to close the **Security Settings – Internet Zone** dialog box.
9	Click **OK** to close the **Internet Options** dialog box.

Firefox for Windows

Step	Action
1	Start Firefox.
2	On the **Tools** menu click **Options**. **Result**: The **Options** dialog box opens.
3	Click the **Content** tab.
4	Confirm that the **Enable JavaScript** check box is selected.
5	To the right of the **Enable JavaSrcipt** check box, click **Advanced**. **Result**: The **Advanced JavaScript Settings** dialog box opens.
6	Confirm that the **Hide the status bar** check box is selected.
7	In the **Advanced JavaScript Settings** dialog box, click **OK** to close.
8	In the **Options** dialog box, click **OK** to save your changes.

Chrome for Windows

Step	Action
1	Start Chrome.
2	On the **Customize and Control Google Chrome** menu in the upper-right corner of the browser window, click **Settings**. **Result**: The **Settings** dialog box opens.
3	Click the **Show Advanced Settings** link.
4	Click **Content Settings**.
5	Confirm that the **Allow All Sites to Run JavaScript** check box is selected.
6	In the **Content Settings** dialog box, click **Done** to save your changes.

Safari for Macintosh

Step	Action
1	On the **Safari** menu, click **Preferences**. **Result**: The **Preferences** dialog box opens.
2	Click the **Security** tab.
3	Confirm that the **Enable JavaScript** check box is selected.
4	Close the **Preferences** dialog box to save your changes.

Setting Up Pop-Ups (IE Only)

SAM requires that pop-ups in Internet Explorer always display in a new window instead of a new tab. Use the following procedure to set up this display requirement:

Step	Action
1	On the **Tools** menu, click **Internet Options**. **Result**: The **Internet Options** dialog box displays.
2	On the **General** tab under the **Tabs Category**, click **Settings**. **Result**: The **Tabbed Browsing Settings** dialog box opens.
3	Under **When a pop-up is encountered**, select **Always open pop-ups in a new window**.
4	Click **OK** to save your changes and close the **Tabbed Browsing Settings** dialog box.
5	Click **OK** to close the **Internet Options** dialog box.

Disabling Pop-Up Blockers

To use SAM, you need to disable pop-up blocking software on the browser for the URL **http://sam.cengage.com**. Use the procedure appropriate to your browser to disable pop-up blocking.

Internet Explorer

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Start Internet Explorer.</td></tr>
<tr><td>2</td><td>On the Tools menu, click Internet Options.
Result: The Internet Options dialog box opens.</td></tr>
<tr><td>3</td><td>Click the Privacy tab.</td></tr>
<tr><td>4</td><td>You can turn off pop-up blocking completely or for SAM URLs only.
<table>
<tr><th>To turn off Pop-up blocking completely</th><th>To turn off pop-up blocking for SAM URLs only</th></tr>
<tr><td>To disable pop-up blocking completely, confirm that the Turn on Pop-up Blocker check box is not selected.

NOTES:
You can also turn off pop-up blocking entirely on the menu bar following these steps:
■ On the Tools menu, click Pop-Up Blocker.
■ On the Pop-Up Blocker menu, click Turn Off Pop-Up Blocker.</td><td>To disable pop-up blocking for SAM URLs only:
■ Confirm that the Turn on Pop-up Blocker check box is selected.
■ Under Pop-up Blocker, click Settings.
Result: The Pop-up Blocker Settings dialog box opens.
■ In the Address of website to allow field, enter http://sam.cengage.com.
■ Click Add.
■ Click Close to return to the Internet Options dialog box.
■ Click OK to save your changes.</td></tr>
</table>
</td></tr>
</table>

Firefox for Windows

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Start Firefox.</td></tr>
<tr><td>2</td><td>On the Tools menu, click Options.
Result: The Options dialog box opens.</td></tr>
<tr><td>3</td><td>Click the Content tab.</td></tr>
<tr><td>4</td><td>You can turn off Pop-up blocking completely or for SAM URLs only.
<table>
<tr><th>To turn off Pop-up blocking completely</th><th>To turn off pop-up blocking for SAM URLs only</th></tr>
<tr><td>Confirm that the Block pop-up windows check box is not selected.</td><td>■ If not selected, click Exceptions to the right of the check box.
■ In the Address of website field, enter the URL http://sam.cengage.com.
■ Click Exceptions to the right of the check box.
Result: The Allow Sites – Pop-ups dialog box displays.
■ Click Allow.</td></tr>
</table></td></tr>
<tr><td>5</td><td>On the Allow Sites – Pop-ups dialog box, click Close.</td></tr>
<tr><td>6</td><td>In the Options dialog box, click OK to save your changes.</td></tr>
</table>

Chrome for Windows

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

Step	Action
1	Start Chrome.
2	On the **Customize and Control Google Chrome** menu in the upper-right corner of the browser window, click **Settings**. **Result**: The **Settings** dialog box opens.
3	Click the **Show Advanced Setting** link.
4	Click **Content Settings**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>You can turn off Pop-up blocking completely or for SAM URLs only.
<table>
<tr><th>To turn off Pop-up blocking completely</th><th>To turn off pop-up blocking for SAM URLs only</th></tr>
<tr><td>Confirm that the Allow All Sites to Show Pop-ups check box is selected.</td><td>■ Click Manage Exceptions.
■ In the hostname pattern field, enter the URL http://sam.cengage.com
■ In the Pop-up exceptions dialog box, click Done.</td></tr>
</table></td></tr>
<tr><td>6</td><td>In the Content Settings dialog box, click Done to save your changes.</td></tr>
</table>

Safari for Macintosh

Safari does not support disabling pop-up blocking for individual URLs. Turn off pop-up blocking so that you can use SAM.

Step	Action
1	On the **Safari** menu, click **Preferences**. **Result**: The **Preferences** dialog box opens.
2	Click the **Security** tab.
3	Deselect the **Block pop-up windows** check box.
4	Close the **Preferences** dialog box to save your changes.

You can turn off pop-up blocking on the menu bar using the following procedure:

Step	Action
1	Click the **Safari** menu.
2	Deselect the **Block Pop-Up Windows** option.

Third-Party Pop-Up Blockers

Third-party Internet Explorer, Firefox and Chrome toolbars offered by companies like Yahoo!, Google and Ask.com may include pop-up blockers. Deactivate this feature, either entirely or for the URL http://sam.*cengage.com*. Refer to the toolbar documentation for instructions on how to disable this feature.

Disabling Ad Blockers

Third-party add-ons and extensions for Internet Explorer, Firefox and Safari may block the display of ads. This may cause issues if one of the SAM URLs is present on the block list. To prevent this, disable the blocker for the URL http://sam.*cengage.com*. Refer to the ad blocker documentation for more information.

Setting Up Your Computer

Necessary Software

To use SAM you need the following software on your computer:

- **Adobe Flash Player**: Required to use the SAM Content Player to preview the simulations used in exams and training. Links to this component are on the right side of the Home page, under Software. Click the link or go to http://get.adobe.com/flashplayer/ and follow the installation prompts.
- **Microsoft Office 2010/2013 Professional for Windows** (specifically Access, Excel, PowerPoint and Word): Needed to complete projects. Go to http://office.microsoft.com/en-us/products/FX100487411033.aspx?pid=CL100571081033&ofcresset=1 to purchase and download Microsoft Office for Windows.
  NOTE: You cannot use Microsoft Office 2007 for Windows or Microsoft Office 2008 for Macintosh.
- **Adobe Reader**: Enables you to read the SAM user manuals. Go to http://get.adobe.com/reader/ to download Adobe Reader.

Monitor Resolution

To use the SAM Content Player most effectively, set your monitor to a display resolution of 1024 x 768 or higher. This setting enables SAM simulations to display fully on a 17-inch or larger monitor. If you use a lower resolution, you need to scroll to view the entire simulation.

You can check the current resolution and change it using the following procedures:

Windows Vista

Step	Action
1	Right-click anywhere on your computer Desktop. **Result**: A shortcut menu displays.
2	On the shortcut menu, click **Personalize**. **Result**: The **Personalize appearance and sounds** dialog box displays.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Click Display Settings.
Result: The Display Settings dialog box displays.
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>Current resolution is less than 1024 x 768,</td><td>■ Drag the slider toward High until the desired setting displays.
■ Record the current setting so you can restore it later if desired.</td></tr>
<tr><td>Current resolution is 1024 x 768 or greater,</td><td>No action is necessary.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Click OK to save your changes and close the Display Properties dialog box.</td></tr>
</table>

Windows 7 and 8

Step	Action
1	Right-click anywhere on your computer Desktop. **Result**: A shortcut menu displays.
2	On the shortcut menu, click **Screen Resolution**. **Result**: The **Screen Resolution** dialog box displays.
3	On the **Resolution** menu, click **1024x768**.
4	Record the current setting so you can restore it later if desired.
5	Click **OK** to save your changes and close the **Screen Resolution** dialog box.

Macintosh OS X

Step	Action
1	On the **Apple** menu, click **Systems Preferences**.
2	From the **Hardware** category, click **Displays**.
3	Select 1024x768 or higher on the **Resolutions** menu.
4	Record the current setting so you can restore it later if desired.
5	Click **Close** to save your changes.

Setting Up a Split Screen Environment

You can use SAM in a split screen environment with another browser window or application. For example, you can read a Cengage eBook while doing a Training Assignment or view the instructions and application while working on a project. You can display each application window on the side you prefer.

NOTE: Many users prefer to place the active application or window on the right and the second application on the left.

The wider the monitor, the more useful you may find it to split the screen. Follow these procedures to set up a split screen environment:

Windows

Confirm that the Aero Snap feature is enabled:

Step	Action
1	Click **Start**.
2	Select **Control Panel**.
3	Select **Make the keyboard easier to use**.
4	Confirm that **Prevent windows from being automatically arranged when moved to the edge of the screen** is deselected.
5	Click **OK** to save the change.

Start the applications to display on the left and right sides of the screen:

Step	Action
1	Click and drag the **Windows** title bar to the left until the arrow icon reaches the left edge of the screen. The window snaps into position, filling the left portion of the screen only.
2	Start the application that displays on the right side of the screen.
3	Click the **Windows** title bar and drag to the right until the arrow icon reaches the right edge of the screen. The window snaps into position, filling the right portion of the screen only. **Result**: Split screens display.

Macintosh

Use this procedure to use a split screen on a Macintosh computer.

Step	Action
1	Start the application on the left.
2	Click and drag the lower-right corner of the window so that the window fills only the left portion of the screen.
3	Start the application on the right.
4	Click and drag the lower-right corner of the window so that the window fills only the left portion of the screen.

Step	Action
5	Click the title bar of the second application and drag the window to the right so that it is side-by-side with the first application. **Result**: Split screens display.

NOTE: If you use OS X version 10.6 or greater, you can purchase a 99 cent application called *Split Screen* from the App Store to simplify this process.

Tips for Macintosh Users

If you use an Apple Macintosh computer to access SAM, you may find the following tips helpful:

- When instructions direct you to press the Windows **Ctrl** key, do the following, depending on your keyboard:
  - Using a Macintosh with an Apple keyboard, press the **Command** key instead.
  - Using a Macintosh with a generic USB keyboard, press the **Ctrl** key. However, on rare occasions, you may need to press the **Alt** key for the same function.
- When instructions direct you to click the right button of a Windows mouse, do the following:
  - Using a single-button mouse or track pad, press the **Ctrl** key and click at the same time.
  - Using a more recent MacBook that supports gestures, touch the track pad with two fingers. (You need to enable this in your **System Preferences**.)
  - Using a generic USB two-button mouse or track pad, click the right mouse button.
- Apple keyboards do not differentiate between the **Backpace** and **Delete** keys. When instructions say to use **Backspace**, hold the **fn** key and press the **Delete** key.

Getting Started with SAM

This section contains all the procedures you need to get started using SAM. Topics include:

- Logging into SAM
- Navigating SAM
- Using the functions of the SAM Home page
- Using Search for SAM Assignments
- Using Student View

Logging into SAM

Use the following procedure to log into SAM:

Step	Action
1	Go to http://sam.cengage.com. **Result**: The **SAM Login** page displays.
2	Enter the **username** and **password** you received. If your institution does not have a site license, enter the SAM *Key code* you were provided.
4	Click **Login**. **Results**: If this is your first login, the *SAM Terms and Conditions* page displays. (The SAM home page displays on subsequent logins.)
5	If this is your first time logging into SAM, follow these steps: ■ When the *SAM Terms and Conditions* page displays, click **I Agree** to accept the terms and conditions. ■ Enter your *Secret Question* and *Answer* to help you recover your password if you forget it. ■ Enter and confirm a new password. ■ Click **Submit**. **Result**: The *SAM Login* page displays.

NOTES:

SAM requires that you use an email address as your account's username. If your username is not an email address, when you first log into the SAM environment, a prompt displays allowing you to enter an email address as your new username. If your account also has a communication email address, it displays by default. You can enter another email address if you wish. You need to do this only once.

SAM also supports single sign-on (SSO) with Cengage Brain (http://www.cengagebrain.com) enabling you to use the same username and password for both systems. If you are a returning SAM user, the first time you log into the SAM environment, SAM checks Cengage Brain for an existing account. If you have an account, a prompt displays enabling you to enter your Cengage Brain password instead of your SAM

password. If you forget your Cengage Brain password, click the **Forgot your password?** link to retrieve it.

Navigating SAM

Once you log into SAM, you can select what functions you need to perform by clicking the appropriate button on the **Navigation** bar. Depending on your role and the modules your institution has licensed, your options can include:

- **Home:** View system messages, download software components and documentation, get technical support and view tutorials.
- **Users:** Create and manage student user records.
- **Sections:** Create and manage course sections and enrollments.
- **SAM Assignments**:
  - View all scheduled events.
  - Create and manage exams.
  - Create and manage training.
  - Select and manage projects and SAM Path assignments.
  - Enter the Express Creation wizard.
- **Results:** Generate and view performance-related reports for the current semester, access Dropbox or maintain a section's Gradebook.
- **Student View:** View and work on assignments as if you were a student.
- **Admin:** Perform a variety of administrative functions such as changing institution settings and archiving and purging records. You need administrator privileges to perform these tasks.

Home

From the Home tab you can download documentation, update your account and access technical support.

Downloading Documentation

You can access additional manuals to help you, your students and lab administrators use SAM. Links to these documents display on the right side of the Home page under **Documentation** or are accessible via the **Help** link.

- **Instructor Help:** HTML formatted version of the Instructor Manual
- **Lab Admin Guide:** Provides detailed information about administering SAM for your institution
- **Upload SAM Grades to Blackboard:** Provides detailed information on how to upload grades to the SAM Gradebook and how to Import into Blackboard

Documents are in Adobe Acrobat (.pdf) format. Viewing these documents requires Adobe Reader software. This software may be installed on your computer already. If not, you can download it from http://get.adobe.com/reader/.

IMPORTANT: If you use a computer in a computer lab, always ask the lab administrator before installing

any software.

Receiving Messages

System messages display in the center part of the Home page and on the Notifications menu. If there are time periods when SAM is not available to you and your students, plan your schedule accordingly.

Updating Your Account

Use the following procedure to update your SAM user account:

Step	Action
1	On the upper-right side of the page, click the **My Account** link. **Result**: The *My Profile* page displays.
2	Review the information. To change the information, click **Edit**. **Result**: The *My Account Details* page displays.
3	Edit the information as necessary. Name fields cannot contain any of the following characters: % # ! \ / > < & ; : | , **NOTE:** You cannot change fields that appear dimmed.
4	If you want to change your password, click the **Change Password** link. **Result**: The *Change Password* window opens.
5	Enter your *current password*, enter your *new password*, confirm the *password* and click **Save**. **Result**: The message **Your password has been successfully saved** displays. If you do not want to change your password, click **Cancel**.
6	Click **Save**.

Getting Technical Support

If you need technical assistance, do the following:

Step	Action
On the right side of the SAM Home page under Technical Support, two links display: ■ **Knowledgebase** ■ **Tech Support**	
To go directly to the Cengage Learning Knowledgebase	
1	Click the **Knowledgebase** button. **Result**: The following links display: ■ The **Cengage Learning Customer Technical Support** with the product knowledgebase ■ **Customer Technical Support Login** page

Step	Action
2	To Search for a product: ■ From the **Select a product** drop-down menu, select **SAM 2013** or **SAM 2010**. Or ■ In the **Search for product box**, enter keyword(s) and click **Search**.
3	Under **Results**, click the appropriate option button (**All**, **Instructor-Only** or **Student**). **Result**: The **Knowledgebase** displays for the SAM product that you selected.
4	To view articles and Digital Course Support: ■ Under **Articles**, browse for articles, downloads or tutorials. ■ Click an item to view. Or for Digital Course support, ■ Click the **Digital Course support** link**.** **Result:** The **Digital Course Support** page displays.
5	To go to the *Cengage Learning Customer Technical Support Login* page: ■ On the upper right of the page, click **Sign In**. Or ■ Click **Create a Case** or **Confirm your Case ID**. **Result**: The *Cengage Learning Customer Technical Support Login* page displays.
To go directly to the *Cengage Learning Customer Technical Support Login* page	
1	Click the **Tech Support** button. **Result**: The *Cengage Learning Customer Technical Support Login* page displays.
2	Enter your *SAM/Cengage Brain username/email address* and *password* and click **Sign In**. After signing in, you can access live tech support via phone or chat. **NOTE:** Click **Select a Product or Learning Tool** to go to the knowledgebase.

When an issue requires escalation from Technical Support to the SAM Development Team (the SAMDT), the response time expectations for the SAMDT to respond to Technical Support are as follows:

- **High Priority** requests: within two (2) hours,
- **Medium Priority** requests: within one (1) business day
- **Standard Priority** requests: within two (2) business days

Part of Cengage Learning's product development process includes reviewing customer feedback and recurring requests on a regular basis.

Server Availability

Excluding scheduled maintenance outages, every reasonable effort will be made to provide a server availability of 99.5%. "Availability" is defined as the amount of time SAM is available and capable of

receiving, processing and responding to incoming transactions from the requesting users. If the Internet is having problems or a customer's Internet service provider is having problems, any downtime resulting from such problems will not be deducted from SAM availability time.

Maintenance

To perform system maintenance, backup and upgrade functions, there will be approximately eight (8) hours of scheduled maintenance downtime per quarter. Maintenance, backup and upgrades will be scheduled during a low-usage time, typically Sunday mornings. For normal maintenance, Cengage Learning will make all reasonable efforts to notify SAM instructors, administrators and supervisors of the scheduled maintenance two (2) weeks prior to the maintenance.

Cengage Learning retains the right to shut down, reboot, modify or fix servers at any time if it is deemed necessary to prevent security breaches or operational failures (including, but not limited to viruses, worms, date bombs, time bombs or denial of service attacks). This may require loss of access to the system for a period of time. Such protective actions shall constitute scheduled downtime.

Upgrades

Cengage Learning may provide SAM users with upgrades of the SAM software. SAM supervisors, administrators and instructors will be notified of impending upgrades. This notification will include any new functionality and content.

Using Student View

Whenever you want to see SAM's student view, click **Student View** in the upper right corner of SAM. To return to Instructor View (Instructor, Admin or Supervisor) click **Exit Student View**.

Managing Users

This section contains all the procedures you need to manage SAM Users. Topics include:

- Searching for and Selecting a User Account
- Adding a User Account
- Importing User Records
- Editing a User's Account
- Resetting or Adjusting a Student's Exams
- Deactivating a User's Record

Searching for and Selecting a User Account

To edit or deactivate a user's account or reset a student's exams, search for and select the user from SAM's database using the following procedure:

Step	Action
1	On the **Navigation** bar, click **Users**. **Result**: The **Users** page displays.
2	Click the appropriate option button to search by last name, first name or username. **NOTE:** You can narrow the search by role and section by selecting from the appropriate drop-down menus.
3	Enter your search criteria and click **Search**. **Result**: The search result(s) display.
4	In the search results, you can: ■ Click the student's name to view the record. — Click **Close** when finished. ■ Click the option to the left of the student's name to select. — Click **Edit**, **Reset Exam** or **Deactivate** as necessary to continue. ■ Click **Clear** to reset the search criteria.

Adding a User Account

To add a new user, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Users**. **Result**: The **Users** page displays.
2	Click **Add New**. **Result**: The *Users – Add New* page displays.

Step	Action
3	Enter the requested information. See the table below for field names and descriptions.
4	Click **Save**. **Result**: The *Users* page displays.

User Account Field Names and Descriptions

NOTE: An ***** indicates a mandatory field.

Field Name	Description
*First name	Enter the user's first name. It cannot contain any of the following characters: *% # ! \ / > < & ; :* | ,
Middle Initial	Enter the user's middle initial.
*Last Name	Enter the user's last name. It cannot contain any of the following characters: *% # ! \ / > < & ; :* | ,
*Role	■ Your institution's supervisor can select **administrator**, **instructor** or **student**. ■ Administrators can select **instructor** or **student**. ■ Instructors can only select **student**.
*Username/Email	You can use an email address as the username. Use 6–50 characters. Once established, you cannot modify the username. Invalid characters include: *% # ! \ / > < & ; :* | ,
*Password	■ The password must be 6–50 alphanumeric characters. Choose a password that you can remember easily but is difficult to guess. ■ A prompt displays for a new user to select a new password on initial login. Invalid characters include leading and ending spaces and periods (.).
*Verify Password	Re-type the password. Invalid characters include leading and ending spaces and periods (.).
Alias	An alias is a name under which an instructor can choose to post exam results. The alias name must be 6–20 non-blank characters and cannot contain any of the following characters: *% # ! \ / > < & ; :* |
ID#	Enter the user's identification number, if applicable.
Communication Email	Enter the user's email address. The address you enter here does not have to be the same email address used in the username. **IMPORTANT**: You cannot change the username e-mail.

Field Name	Description
Blackboard ID	Enter the user's Blackboard identification number, if applicable. If you do not use Blackboard at your institution, you can use this field for another purpose.
Time Zone	Defaults to your institution's setting. **NOTE:** You cannot change the time zone.

Importing User Records

SAM lets you import users en masse from an external system, such as your institution's admissions or registration database, by uploading a .txt or .csv file produced by that system.

User Import Format

Import files must follow a specific format:

- The file must be a text file with an extension of .txt or .csv.
- The first line of the import file must be a header row containing all the fields you want to import. Fields must also be in the correct order (the same order as the import data explained below). Commas separate each field name.
- Each user record in the import file must include a value for each field specified in the header row. Commas separate each field and a carriage return separates each user record.
- The field value for each user record must meet the following specifications:

Field Type	Description
Username/Email	Must be 6 to 50 characters and a valid email address; cannot contain any of the following characters: *% # ! \ / > < & ; :* | ,
Password	Must be 6 to 50 characters Invalid characters include leading and ending spaces and periods (.)
First name	Maximum 50 characters and cannot contain any of the following characters: *% # ! \ / > < & ; :* | ,
Middle initial (optional)	Maximum 1 character
Last name	Maximum 50 characters and cannot contain any of the following characters: *% # ! \ / > < & ; :* | ,
ID# (optional)	Maximum 20 characters
Alias (optional)	Minimum 6 characters; maximum 20 characters and cannot contain any of the following characters*: % # ! \ / > < & ; :* |
Blackboard ID (optional)	Maximum 50 characters

Field Type	Description
Communication Email (optional)	Maximum 128 characters

Example Import File

A file for importing "Jane E. Smith" using all fields may look like this:

- Header Row:
  username,password,first_name,middle_initial,last_name,ID,alias,bbID,email
- Data Row:
  jsmith@someaddr.com,pword1,Jane,E,Smith,ID112233,JSmith1234,BBID9999,jsmith@someaddr.com

At a minimum, each line in your import file must include the following:

- Header Row*: username,password,first_name,last_name,*
- Data Row: *jsmith@someaddr.com,Jane,Smith*

User Import Procedure

Use the following procedure to import user records:

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>On the Navigation bar, click Users.
Result: The Users page displays.</td></tr>
<tr><td>2</td><td>Click Import Users.
Result: The Import Users wizard starts and displays the first step, Introduction. Once in the wizard, you can exit and return to the Users page by clicking Cancel.</td></tr>
<tr><td>3</td><td>After reading the Introduction, click Next to display Step 2 of the wizard, Assign to Sections.</td></tr>
<tr><td>4</td><td>Assign students to sections now or at a later time.
<table>
<tr><th>To assign students to sections now</th><th>To assign student to sections at a later date</th></tr>
<tr><td>■ Click Yes.
■ From the Select Sections menu select the student(s) you want to assign.
■ Click Next.
Result: Step 3 of the wizard, Import User File, displays.</td><td>■ Click No.
■ Click Next.
Result: Step 3 of the wizard, Import User File, displays.</td></tr>
</table></td></tr>
<tr><td>5</td><td>Click Browse.
Result: The Choose File dialog box displays.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>6</td><td>Select the necessary .txt or .csv file with the student information to import.
■ Click Open.
■ When the dialog box closes, click the Next.
Result: Step 4 of the wizard, User Property Mapping, displays.</td></tr>
<tr><td>7</td><td>For the imported file, select and map the Import File Properties that correspond with SAM Properties.
■ For each user account’s SAM Properties, select the corresponding column header in the input file that maps to the SAM Properties column. For example, BBID in the user input file maps to the SAM Property Blackboard ID.
■ Click Next.
Result: Step 5 of the wizard, Confirm User Property Mapping displays.</td></tr>
<tr><td>8</td><td>Confirm the mapping specified in Step 4 of the wizard.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Mapping is correct,</td><td>Click Next.
Result: Step 6 of the wizard, Import Validity Check, displays.</td></tr>
<tr><td>Mapping is incorrect,</td><td>■ Click Back to return to Step 4 and make the necessary corrections.
■ Click Next.
Result: Step 5 of the wizard, Confirm User Property, displays.
■ Click Next.
Result: Step 6 of the wizard, Mapping Import Validity Check, displays.</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>9</td><td>Step 6 of the wizard displays detected errors in the imported information. Click Print Summary to view a report.
To resolve the problems, you can do any of the following:
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>You made a mistake when importing file properties,</td><td>■ Click Back, until you return to Step 4.
■ Make your corrections.</td></tr>
<tr><td>There are errors in your import file,</td><td>■ Click Cancel to exit the wizard.
■ Make the necessary corrections using a text editor like Notepad.</td></tr>
<tr><td>Only a few user records contain errors,</td><td>Click Next. The report omits erroneous records from the import. They can be entered manually using SAM or imported in another file import.</td></tr>
<tr><td>There are no errors</td><td>Click Next.</td></tr>
</table></td></tr>
<tr><td>10</td><td>Resolve imported username conflicts, if any.
NOTE: Each username must be unique. If any of the imported usernames conflict with an existing username, the system displays a Conflict Resolution screen enabling you to enter an alternative username or cancel the import.
Result: After you resolve any conflicts, if any, Step 7 of the wizard, Import Complete, displays.</td></tr>
<tr><td>11</td><td>Click Print Summary to view a report of the import. When finished, click Close.</td></tr>
</table>

Editing a User's Account

To edit a user's account, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Users**. **Result**: The *Users* page displays.
2	Search for and select a user's record.
3	Click **Edit**. **Result**: The *Users – Edit* page displays, defaulting to the **Properties** tab.
4	Make any necessary corrections to the properties.
5	Click the **Sections** tab and add or remove the user to or from sections as necessary.

Step	Action
6	Click **Save**. **Result**: The *Users* page displays.

Resetting or Adjusting a Student's Exams

Occasionally you might need to reset a student's exam to remove the grade (for example, if you offer a make-up test) or adjust a score. To reset an exam or adjust a score, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Users**. **Result**: The *Users* page displays.
2	Search for and select a student's record.
3	Click **Reset Exam**. **Result**: The *Reset Exam* window displays listing exams the student has taken.
4	Find the exam you want to reset or adjust. Select from the appropriate drop-down menus to narrow the list by assignment type or name. ■ To delete an exam, click **Delete** next to the appropriate exam to reset it. **Result**: A message displays asking you to confirm the deletion. — Click **OK** to confirm or click **Cancel** to keep the exam. ■ To adjust a score, enter a new score in the **Adjusted Score** field next to the appropriate exam. — Click **Save**.
5	Repeat Step 4 as necessary until you are finished.

Deactivating a User's Record

You might occasionally need to deactivate a user's record (for example, if a student has left school or a particular program). Deactivating the user's record prevents the user from logging into SAM and working on any assignments.

To deactivate a student's record, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Users**. **Result**: The *Users* page displays.
2	Search for and select a student's record.
3	Click **Deactivate**. **Result**: The following message displays: **Are you sure you want to deactivate this user?**

Step	Action
4	Click **OK** to deactivate the student's record or click **Cancel** to leave the record active. **IMPORTANT**: ■ Supervisors can deactivate administrators, instructors and students. ■ Administrators can deactivate instructors and students. ■ Instructors can only deactivate students.

Sections

This section contains all the procedures you need to use SAM Sections. Topics include:

- Selecting and Previewing a Section
- Adding a Section
- Editing a Section
- Copying a Section
- Deactivating a Section

Selecting and Previewing a Section

Before you can edit, copy or deactivate a section, you first have to select it. To select a section, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *Sections* page displays with all sections in the list. **NOTE:** There is an additional column in the sections list displaying the content version of each section. It refers to the version of Microsoft Office assigned to the section (Office 2010 or Office 2013, depending on what is available to the institution).
2	Click the **Instructor** drop-down menu to search by instructor name. Sort the columns if required.
3	Click the **Section Name** to view the section's details.
4	Click **Close** to exit the display.
5	Click the option button to the left of the section name to select.
6	Click **Edit**, **Copy** or **Deactivate** as necessary to continue.

Adding a Section

To add a new section, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *Sections* page displays.
2	Click **Add New**. **Result**: The *Sections – Add New* page displays, defaulting to the **Properties** tab.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>Enter the necessary information in the Properties tab. An * indicates a mandatory field.
<table>
<tr><th>Field Name</th><th>Action</th></tr>
<tr><td>*Section Name</td><td>Enter the section name.</td></tr>
<tr><td>*Course Name</td><td>Enter the course name.</td></tr>
<tr><td>Course Description</td><td>Briefly describe the course content.</td></tr>
<tr><td>*Term</td><td>Enter the term in which the section will be available, i.e., fall, spring, summer, etc.)</td></tr>
<tr><td>*Year</td><td>Enter the year the section will be available.</td></tr>
<tr><td>*Content Version</td><td>Select from Office 2010 or Office 2013, depending on what is available to your institution and what you intend to use in the section.</td></tr>
<tr><td>Department</td><td>Enter the course department.</td></tr>
<tr><td>Student Auto-Enroll</td><td>If this box is checked, students will be automatically enrolled in this section. If unchecked, students will be wait-listed until you accept them into the section.</td></tr>
</table></td></tr>
<tr><td>4</td><td>Click Save.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Click the Textbooks tab if you want to associate this section with textbooks.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>You do not want to assign textbooks,</td><td>Click I do not plan to use any textbooks for this section (this is the default).</td></tr>
<tr><td>You want to assign textbooks,</td><td>■ Click I plan to use the following textbook(s) for this section.
■ From the appropriate drop-down menus, select the appropriate series and subject.
■ From the Available Textbooks menu, click the appropriate textbooks.
■ Click > to add them to the Selected Textbooks menu.</td></tr>
</table></td></tr>
<tr><td>6</td><td>Click the Instructors tab. SAM assigns you to the course automatically.</td></tr>
<tr><td>7</td><td>If you want to assign additional instructors such as teaching assistants to this section:
■ From the Instructor Candidates menu, select an instructor.
■ Click > to add the instructor to the Assigned Instructor(s) menu.</td></tr>
<tr><td>8</td><td>You can designate an Instructor Candidate as an Owner of the section by clicking Add as Section Owner to the right of the instructor’s name.
■ Only the creator of the section can assign owner status to other instructors.
■ Clicking the icon again reverts the user to instructor-only status.
NOTE: See the SAM User Rights table to review owner rights.</td></tr>
<tr><td>9</td><td>Click the Students tab to enroll students in the section.</td></tr>
<tr><td>10</td><td>From the Other Candidates or Wait Listed Student menus, select the student(s) you want to select. Click > to add them to the Enrolled Students menu.</td></tr>
<tr><td>11</td><td>To preview a section, click the Preview icon to the left of the section name. When finished, click Close.</td></tr>
<tr><td>12</td><td>Click Save and Close.
Result: the Sections page displays.</td></tr>
</table>

Editing a Section

To edit a section, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *Sections* page displays.
2	Select a section.
3	Click **Edit**. **Result**: The *Sections – Edit* page displays, defaulting to the **Properties** tab. **NOTE:** If you do not want to edit the section, click the **Cancel** button.
4	Make any necessary changes to the section's properties. **NOTE:** You cannot change the content version assigned to a section when editing the section.
5	Click the **Textbooks** tab and make any necessary changes.
6	Click the **Instructors** tab and make any necessary changes. **NOTE:** You can assign owners on this tab.
7	Click the **Students** tab and make any necessary changes.
8	Click **Save and Close**.

Copying a Section

Copying a section provides a convenient way to create a new section that shares similar attributes to one that already exists (for example, creating different sections of the same course or using the same textbook selections, instructors or assignments).

Copy a section using the following procedure:

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *Sections* page displays.
2	Select a section.
3	Click **Copy**. **Result**: The *Copy a section – Assignments* window displays. **NOTE:** If you do not want to copy the section, click **Cancel**.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>4</td><td>Decide if you want to copy assignments from the original section to the new one.

NOTE: You cannot change the content version assigned to a section when copying a section. The same applies to any assignment you copy from the source section.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>You want to copy assignments,</td><td>■ Click Select Assignments to Copy.
— The default selection is for all assignments.
■ If you do not want to copy all assignments, deselect the appropriate assignment check boxes.
■ Edit the assignment names as necessary.</td></tr>
<tr><td>You do not want to copy assignments,</td><td>Click Do not copy SAM Assignments (this is the default).</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>5</td><td>Assignments are always available by default.
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>You want to copy scheduling dates for the selected assignments,</td><td>Click Copy Date Scheduling for Selected Assignments.
NOTE: When copying assignments, the system does not copy scheduling dates that have already passed.</td></tr>
<tr><td>You want to change the scheduling date for the assignment,</td><td>Either deselect the Always Available check box and enter a Start Date and a Due Date or select the Date text box and then select a date from the Calendar that displays.
NOTE: To enter new dates, the Always Available box must be unchecked.</td></tr>
<tr><td>You want to set times for assignment availability,</td><td>■ Click the Clock icon to the right of the Due Date field.
■ Select From and To times for all project dates or individual dates.
■ Optionally, set passwords for the times you select.</td></tr>
<tr><td>You want to edit the other scheduling options for an assignment you are copying in section copy,</td><td>On the Other Options column, deselect the Copy option.</td></tr>
<tr><td>You want to access edit options for exams, training, projects and SAM Paths,</td><td>Click the activated arrow to the right of the copy check box.</td></tr>
</table></td></tr>
<tr><td>6</td><td>Click OK.
Result: The Sections – Copy (Add New) page displays, defaulting to the Properties tab.</td></tr>
<tr><td>7</td><td>Enter any necessary changes to the section properties.</td></tr>
<tr><td>8</td><td>Click the Textbooks tab and make any necessary changes.</td></tr>
<tr><td>9</td><td>Click the Instructors tab and make any necessary changes.
NOTE: You can assign owners on this tab.</td></tr>
<tr><td colspan="2">Enrolling Students</td></tr>
</table>

Step	Action
10	To enroll students, click the **Students** tab. **NOTE:** Student enrollment is not copied to the new section.
11	From the **Other Candidates** menu, select the student(s) you want to enroll. Click **>** to add students to the **Enrolled Students** menu.
12	Click the **SAM Assignments** tab to review assignments. **NOTES**: ■ This tab only displays if you chose to copy assignments in Step 4. ■ To make assignment changes, go to the *Assignment* page.
13	To save your selection, click **Save and Close**. **Result**: The *Sections* page displays.

Deactivating a Section

Occasionally you need to deactivate a section if, for example, a course is no longer offered or an instructor has left your institution. To deactivate a section, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Sections**. **Result**: The *Sections* page displays.
2	Select a section and click **Deactivate**. **Result**: The following message displays: **All assignments and results *for this section* will also be deactivated. If you proceed, the supervisor or an administrator must reactivate the section in order for these items to be available. Do you wish to deactivate the chosen section?**
3	Click **OK**.

Exams

Topics include procedures for the following:

- Adding an Exam
- Editing an Exam
- Copying an Exam
- Scheduling an Exam
- Individual Student Assignments
- Deactivating an Exam
- Using the Custom Question List
- Adding Custom Questions

IMPORTANT: USERS CANNOT EDIT OR COPY EXAMS CREATED PRIOR TO THE JUNE 2014 PRODUCT RELEASE. SCHEDULE AND DEACTIVATE ARE THE ONLY TWO OPTIONS AVAILABLE.

Adding an Exam Part I – Step One of the Add Exam Wizard

To create an exam, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then click **Exams**. **Result**: The *Exams* page displays with a list of all exams to which you have access. **NOTES**: On this page, you can: ■ Sort individual columns in ascending or descending order by clicking the column heading. ■ Preview an item by clicking the **Preview** icon to the left of the exam name. ■ Edit, copy, schedule and deactivate exams by clicking the corresponding icon in the *Actions* column. — Creators can perform all actions; non-creators can only schedule and copy.
2	Click **Add Exam**. **Result**: The **Add Exam** wizard starts and Step 1**, Select Content Version, Type and Enter Exam Name**, displays.
3	From the **Content Version** drop-down menu, click the content version you want to use. **NOTE:** If your institution has access to only one version of Office, only one selection displays on the list.

Step	Action
4	Click the correct **Type** button: **Public or Private**. **NOTE:** A public exam is available to all instructors; a private exam is not available to other instructors.
5	In the **Exam Name** box, enter a *unique name* for the exam.
6	To include companion training, select **Auto-generate companion training**. **Result**: The training name auto-populates with the name of the sample test before the word training. Enter a new name if desired.
7	Click **Next Step**. **Result**: Step 2 of the wizard**, Select Textbooks**, displays.

NOTES:

- The textbooks that display in the list correspond to the textbooks associated to your sections.
- Selecting **Make all SAM Tasks available** enables you to select tasks by subject for all textbooks. The subjects display in the taskbar at the top of the window enabling you to select tasks, testbank questions and custom questions, if available.
  - For a testbank question to be selectable, it must have an association to one of the textbooks in your section(s).
- Tabs for tasks, testbank questions and custom questions display, if available, for the chapters or subjects that you select. Click **Chapter** or **Subject** tabs to display content below each tab.
  - If there are more selections than can display in one window, click the arrow button in the far top right of the screen to view more.
- Chapter and Subject tabs have a number below indicating the quantity of tasks, test bank questions or custom questions selected.
- Item tabs (**Tasks**, **Testbank Questions** and **Custom Questions**) display a number count in parentheses for total selected and total available.
- You can view tasks, testbank questions and custom questions two ways:
  - Previewing an individual item (use the **Preview** icon).
  - Previewing multiple items (use the **View All** link).

Adding an Exam Part II – Steps Two, Three and Four of the Wizard

After Step 7 in *Adding an Exam Part I*, there are three scenarios available. The steps vary slightly depending for each scenario. The scenarios are as follows:

- A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available
- B: Selecting Textbooks, Chapters and Make all SAM Tasks available
- C: Selecting only Make all SAM Tasks available

NOTES:

Tasks all use the following task ordering:

- Word, Excel, and PowerPoint tasks follow from the organization of the user-interface and ribbon functionality. For each individual functional group, related tasks are organized sequentially.
- Access tasks are organized by object type. For each individual object type, related tasks are organized sequentially.
- Vista, IE, and Outlook tasks are organized by functionality. For each individual functional group, related tasks are organized sequentially.

For example, you can find basic Word text formatting under the **Home** tab - **Font** functional group.

The following procedures detail these three scenarios:

A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available

Step	Action
8A	Browse the text book list and click the option box to the left of the textbook to select it. **NOTE:** You can select up to three text books.
9A	Leave the **Make all SAM Tasks available** check box deselected.
10A	Click **Next Step**. **Result**: Step 3 of the wizard**, Select Chapters**, displays.
11A	Select the appropriate **Chapter** check box(s). Options are as follows: ■ Select the **Select All** check box. ■ Select individual chapters.
12A	Click **Next Step**. **Result**: Step 4 of the wizard displays.
13A	To select tasks and/or questions: ■ From the available tabs that display for **Testbank Questions**, **Tasks** and/or **Custom Questions**, click the appropriate tab and select the check box next to items you want to add. ■ To search for specific questions, in the **Search** text box, enter partial or complete criteria. **Result**: The question list filters to the criteria entered. **NOTES**: ■ Tasks associated to chapters are automatically selected by default; testbank questions and custom questions are not. For the latter, select them manually. ■ For an exam, the maximum number of assignment questions is 150.

Step	Action
14A	Proceed to Adding an Exam Part III – Scheduling the Exam to schedule an exam during the *Adding an Exam* procedure. **NOTE:** If you do not want to schedule the exam now, click **Save** and then **Done**.

B: Selecting Textbooks, Chapters and Make all SAM Tasks available

Step	Action
8B	Browse the text book list and click the option box to the left of the textbook to select it. **NOTE:** You can select up to three text books.
9B	Click the **Make all SAM Tasks available** check box.
10B	Click **Next Step**. **Result**: Step 3 of the wizard**, Select Chapters**, displays.
11B	Select the appropriate **Chapter** check box(s). Options are as follows: ■ Select the **Select All** check box. ■ Select individual chapters.
12B	Click **Next Step**. **Result**: Step 4 of the wizard displays.
13B	To select tasks and/or questions: ■ From the available tabs that display for **Testbank Questions**, **Tasks** and/or **Custom Questions**, click the appropriate tab and select the check box next to the items to add them. ■ To search for specific questions, in the **Search** text box, enter partial or complete criteria. **Result**: The question list filters to the criteria entered. **NOTES**: ■ Tasks associated to chapters are automatically selected by default; testbank questions and custom questions are not. For the latter, select them manually. ■ For an exam, the maximum number of assignment questions is 150.
14B	Proceed to Adding an Exam Part III – Scheduling the Exam to schedule an exam during the *Adding an Exam* procedure. **NOTE:** If you do not want to schedule the exam now, click **Save** and then **Done**.

C: Selecting Only Make all SAM Tasks available

Step	Action
8C	Click the **Make All SAM Tasks available** check box.
9C	Do not select any textbooks.

Step	Action
10C	Click **Next Step**. **Result**: Step 4 of the wizard displays. Only subjects display on the taskbar.
11C	On the taskbar, click the appropriate **Subject** tab. **Result**: Tasks and Custom Questions associated to the subject display.
12C	To select tasks and/or questions: ■ From the available tabs that display for **Tasks** and/or **Custom Questions**, click the appropriate tab and select the check box next to the items to add them. ■ To search for specific questions, in the **Search** text box, enter partial or complete criteria. **Result**: The question list filters to the criteria entered. **NOTE**: For an exam, the maximum number of assignment questions is 150.
13C	Proceed to Adding an Exam Part III – Scheduling the Exam to schedule an exam during the *Adding an Exam* procedure. **NOTE:** If you do not want to schedule the exam now, click **Save** and then **Done**.

Adding an Exam Part III - Scheduling the Exam

You can schedule an exam at the end of the *Adding an Exam* procedure. To schedule an exam, click either the **Schedule** icon or click **Save** and then **Schedule**. The following procedure details the steps.

Step	Action
1	Decide which of the save and schedule options to use: ■ To save and schedule the exam at the same time: — Click the **Schedule Exam** icon. **Result**: The **Exam Assignment Options and Scheduling** dialog box displays. Content on the left side of the window is disabled. Or ■ To save the exam and schedule at a later time: — Click **Save** and then **Done**. See Scheduling SAM Assignments for the steps. Or ■ To save first and then in the message box that displays, select **Schedule** to schedule the exam now: — Click **Save** and then **Schedule**.
2	If you selected **Schedule**: ■ In the **Exam Assignment Options and Schedule** dialog boxes, select from the various scheduling options (see the following table for details). ■ When finished, click **Schedule**.

Exam Assignment and Schedule Options

NOTE: An ***** indicates a mandatory field.

Option	Details if selected
Exam Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the exam name entered in Step 5.
Instructions	Enter additional instructions. **Default:** No instructions
Scoring and Delivery Options	
Pass/Fail	Enter the Pass/Fail threshold as a percentage of correct answers. **Default:** Not Pass/Fail
Specify time limit	Enter the maximum exam time in minutes. **Default:** Untimed
Allow SAM Exam to be retaken	Enter the maximum number of retakes up to 50. Instructors can enable students to use the same exam for practice before submitting it for a final grade. **Default:** No retakes One retake if using default number of retakes
Randomize tasks/questions	Display exam questions or tasks in random order rather than the original selection order. **Default:** Not randomized
Performance Task Options	
Modify scenarios	Use a different task scenario. **NOTE:** Not all tasks offer multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Provide feedback after a student completes each task. **Default:** Feedback displays.
Specify incorrect actions per task	Enter number of times a student can attempt to complete a task successfully before marking the task incorrect. Select a value between 1 and 10. **Default:** Three attempts
Display results at end of exam	Display scores at the end of the exam. **Default:** Results do not display.
Testbank/Custom Question Options	

Option	Details if selected
Display feedback for each question	Provide feedback when the student answers each question. **Default:** No feedback
Specify incorrect attempts per question	Enter the number of times a student can attempt to answer a question. (Select a value between 1 and 10.) **NOTE:** If you select **Display feedback for each question**, students can attempt the question once. **Default:** One attempt
Display feedback for each question	Provide feedback when the student answers each question. **Default:** No feedback
Exam Schedule Options	
*Select Section	Click the drop-down menu tab and select appropriate section(s) for the exam. **Default:** Required field
Specify when exam is available	Options are as follows: ■ Click a single date or multiple dates to select. ■ Month– Click the **<** icon in the upper-left corner to go back one month; click the > icon in the upper right corner to go forward a month. **Default:** Always available
Specify always available password	(Displays if instructors do not specify available dates.) Enter a password that students need to start the exam. **IMPORTANT**: Passwords are optional. If used, provide them to students. **Default:** No password
Specify exam times and passwords	(Displays if the instructor sets available dates.) The **Set Available Dates and Times** window displays. Enter the following (optional): **Times and security** - Select all dates or individual dates. ■ Select **individual date** from the drop-down menu. ■ Assign times and passwords for each available date. **NOTE:** Passwords are optional. If used, provide them to students. **Default:** No times and passwords

Option	Details if selected
Specify when students can view reports	Display exam performance reports to students as follows: ■ Never make reports available to students ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this exam available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Make student reports available (Specify a range of dates from the calendar). **Default:** Make student reports available beginning on the current date.

Editing an Exam

To edit an exam, use the following procedure:

IMPORTANT: USERS CANNOT EDIT OR COPY EXAMS CREATED PRIOR TO THE JUNE 2014 PRODUCT RELEASE. SCHEDULE AND DEACTIVATE ARE THE ONLY TWO OPTIONS AVAILABLE.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**, and then click **Exams**. **Result**: The *Exams* page displays.
2	Locate and select the exam to edit.
3	In the *Actions* column, click the **Edit** icon. **Result**: The **Edit Exam** wizard starts and Step 1, **Edit Exam** displays. **NOTE:** The Content Version, Exam Name, Training Name, and selection to Auto-generate companion training remain the same from the original exam creation. **IMPORTANT**: ■ You cannot edit the Content Version. ■ Adding or removing any tasks from the exam also adds or removes them from the companion training. ■ If an exam or companion training is already scheduled, you cannot add or remove tasks nor can you edit its content.
4	Click **Next Step**. **Result**: Step 2 of the wizard**, Select Textbooks**, displays.
5	Decide which selections to make. See the following sections of the *Adding an Exam – Part II* procedures to proceed: ■ A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available ■ B: Selecting Textbooks, Chapters and Make all SAM Tasks available ■ C: Selecting only Make all SAM Tasks available

Step	Action
6	Decide if you want to save the exam and schedule later or save and schedule now. See Adding an Exam – Part III - Scheduling the Exam for the steps.

Copying an Exam

To copy an exam, use the following procedure:

IMPORTANT: USERS CANNOT EDIT OR COPY EXAMS CREATED PRIOR TO THE JUNE 4, 2014 PRODUCT RELEASE. SCHEDULE AND DEACTIVATE ARE THE ONLY TWO OPTIONS AVAILABLE.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**, and then click **Exams**. **Result**: The *Exams* page displays.
2	Locate and select the exam to edit.
3	In the *Actions* column, click the **Copy** icon. **Result**: The **Copy Exam** wizard starts and Step 1, **Copy Exam**, displays. **NOTES:** ■ The Content Version, Exam Name, Training Name, and selection to Auto-generate companion training remain the same from the original exam creation. ■ If an exam or companion training is already scheduled, you cannot add or remove tasks nor can you edit its content.
4	Enter a new *unique name* for the exam. **IMPORTANT**: ■ You cannot edit the Content Version. ■ Adding or removing any tasks from the exam also adds or removes them from the companion training.
5	Click **Next Step**. **Result**: Step 2 of the wizard**, Select Textbooks**, displays.
6	Decide which selections to make. See the following sections of the *Adding an Exam – Part II* procedures to proceed: ■ A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available ■ B: Selecting Textbooks, Chapters and Make all SAM Tasks available ■ C: Selecting only Make all SAM Tasks available
7	Decide if you want to save the exam and schedule later or save and schedule now. See Adding an Exam – Part III - Scheduling the Exam for the steps.

Deactivating an Exam

Occasionally you may need to deactivate an exam if, for example, you are no longer teaching a specific

course topic. To deactivate an exam, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**, and then click **Exams**. **Result**: The *Exams* page displays.
2	Locate and select the exam to deactivate.
3	In the *Actions* column, click the **Deactivate** icon. **Result**: A Confirm Deactivation message displays.
4	Click **OK** to deactivate the exam and all associated companion training, if applicable. **IMPORTANT**: Deactivating an exam also deactivates any associated assignments and companion training.

Previewing an Exam

SAM lets you preview an exam to see it the same way your students do. To preview an exam, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Exams**. **Result**: The *Exams* page displays.
2	Locate and select the exam to preview.
3	Click the **Preview** icon to the left of the exam. **Result**: The *Preview Exam* window displays.
4	Click **Print Screen** to print the contents of the **Preview Exam** window.
5	You can choose to launch all or just individual training items. ■ Launch all training items: — Click **Launch All** to preview all questions or tasks using the selected scenario document. **Result**: The SAM Content Player opens in a separate window. ■ Launch an individual training item: — Click **Launch** to the right of a specific question or task to preview it using the selected scenario. **Result**: The SAM Content Player opens in a separate window.
6	When finished, click **Exit** in the player's control panel or the **X** icon on the Windows title bar. **Result**: The Content Player window closes and the *Preview Exam* window displays.
7	Click the **X** icon to close the *Preview Exam* window.

Custom Questions

In addition to the SAM testbank questions, you can add custom questions from other instructors or add your own questions to include in an exam. All custom questions must be created prior to adding, editing or copying an exam.

Locating and Previewing Custom Questions

To locate and preview custom questions from SAM's database, use the following procedure:

Step	Action
1	Click **Exams** on the **Navigation** bar. **Result**: The *Exams* page displays.
2	Click **Custom Questions List**. **Result**: The *Custom Questions List* page displays.
3	You can narrow you search as follows: ■ From the **Textbook** drop-down menu, select a textbook. The default is *All Books*. ■ From the **Chapter/Unit** drop-down menu, select a chapter. The default is *All Chapters*. ■ To enter specific search criteria, in the **Search** text box, enter a search term. **NOTE:** Results display automatically with your selections.
4	To preview a custom question: ■ Click the **Preview** icon to the left of the question to view the question details. ■ Click the **X** icon to exit the display.
5	In the **Actions** column, icons display enabling you to edit, copy or deactivate the custom question. **NOTE:** Only the creator/owner can edit and deactivate custom questions.

Adding a Custom Question

To add a custom question, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**, and then click **Exams**. **Result**: The *Exams* page displays.
2	Click **Add Custom Question**. **Result**: The *Custom Questions* page displays.
3	Enter the necessary information. See the following table for field labels and descriptions.
4	Click **Save**.

Custom Question Fields

NOTE: An ***** indicates a mandatory field.

Field Label	Description
*Subject	From the drop-down menu, select a subject for the questions. Options include: ■ Computer Concepts ■ IC3 ■ Internet ■ Internet Explorer 8 ■ Internet Explorer 9 ■ Internet Explorer 10 ■ Internet Explorer 11 ■ MIS ■ MS Access 2010 ■ MS Access 2013 ■ MS Excel 2010 ■ MS Excel 2013 ■ MS Office 2010 ■ MS Office 2013 ■ MS Outlook 2010 ■ MS Outlook 2013 ■ MS PowerPoint 2010 ■ MS PowerPoint 2013 ■ MS Windows 7 ■ MS Windows 8 ■ MS Word 2010 ■ MS Word 2013 ■ Office 365 ■ Other ■ Programming **NOTE:** Subject availability is dependent on the content version assigned to the institution.
Series	If you want to enter remediation information for the question, select a series from the drop-down menu. Options include: ■ 4LTR ■ B&E ■ Basics ■ Certification ■ Emerge ■ Illustrated ■ JSB Testing ■ K12 ■ MIS ■ MS Office 13 ■ New Perspectives ■ Other ■ Pasewark ■ Performing ■ Practical Series ■ Programming ■ Revealed ■ SAM ■ Security ■ Shelly Cashman ■ Succeeding Series
Textbook	If you selected a **Series**, you can also select a textbook from that series by selecting from the drop-down menu.
Chapter/Unit	If you selected a textbook, you can select a chapter or unit from that book's table of contents by selecting from the drop-down menu.

Field Label	Description
Remediation Page	If you selected a textbook, you can enter a page number.
*Category	Select the type of question you want to enter. Options include: ■ Yes/No ■ True/False ■ Multiple Choice ■ Short Answer ■ Multiple Response
*Type	Click the appropriate **Type** button: **Public or Private** **NOTE:** A public exam is available to all instructors; a private exam is not available to other instructors.
*Question Text	Enter the text for the components of your question. The format varies based on the selected **Type**.
*Correct Answer	Enter the correct answer for the question. The format varies based on the selected **Type**.

Editing a Custom Question

To edit an existing custom question, use the following procedure:

NOTE: Only the owner of the question can edit it.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Exams**. **Result**: The *Exams* page displays.
2	Click **Custom Questions List**. **Result**: The *Custom Questions List* page displays.
3	Locate and select the custom question to edit.
4	In the *Actions* column, click the **Edit** Icon. **Result**: The *Edit Custom Questions* page displays.
5	Make any necessary changes.
6	Click **Save**.

Copying a Custom Question

To copy an existing custom question, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Exams**. **Result**: The *Exams* page displays.

Step	Action
2	Click **Custom Questions List**. **Result**: The *Custom Questions List* page displays.
3	Locate and select the custom question to copy.
4	In the *Actions* column, click the **Copy** Icon. **Result**: The *Copy Custom Questions* page displays.
5	Make any necessary changes.
6	Click **Save**.

Deactivating a Custom Question

Occasionally you may need to deactivate a custom question if, for example, the question is no longer pertinent. To deactivate a custom question, use the following procedure:

NOTE: Only the owner of the question can deactivate a custom question.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Exams**. **Result**: The *Exams* page displays.
2	Click **Custom Questions List**. **Result**: The *Custom Questions List* page displays.
3	Locate and select the custom question to deactivate.
4	In the *Actions* column, click the **Deactivate** Icon. **Result**: A message displays prompting you to confirm the deactivation.
5	Click **OK** to deactivate the custom question. **Result**: A message displays confirming that the custom question is deactivated.

Training

You can create the following types of training:

- New training using questions you specify
- Training copied from existing public or private training

Adding a New Training Part I – Step One of the Add Training Wizard

To create a new training, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Training**. **Result**: The *Training* page displays. **NOTES**: On this page, you can: ■ Sort individual columns in ascending or descending order by clicking the column heading. ■ Preview a training by clicking the **Preview** icon to the left of the training name. ■ Edit, copy, schedule and deactivate training by clicking the corresponding icon in the **Actions** column. — Creators can perform all actions; non-creators can only schedule and copy.
2	Click **Add Training**. **Result:** The **Add New Training** wizard starts and Step 1, **Select Training**, displays.
3	From the **Content Version** drop-down menu, select the content version you want to use. **NOTE:** If your institution has access to only one version of Office, only one selection displays on the list.
4	Click the appropriate **Type** button: **Public or Private**. **NOTE:** A public training is available to all instructors; a private training is not available to other instructors.
5	In the **Training Name** box, enter a *unique name* for the training.
6	To include a companion exam, select **Auto-generate companion exam**. **Result**: The exam name auto-populates. Enter a new name if desired.
7	Click **Next Step**. **Result**: Step 2 of the wizard**, Select Textbooks**, displays.

NOTES:

- The textbooks that display in the list correspond to the textbooks associated to your sections.
- Selecting **Make all SAM Tasks available** enables you to select tasks by subject for all textbooks. The subjects display in the taskbar at the top of the window.

- **Task** tabs display for the chapters or subjects that you select. Click **Chapter** or **Subject** tabs to display content in the tabs below.
  - If there are more selections than can display in one window, click the arrow button in the far top right of the screen to view more.
- **Chapter** and **Subject** tabs have a number below indicating the quantity of tasks selected.
- **Task** tabs display a number count in parentheses for total selected and total available.
- You can view tasks in two ways:
  - To launch all training items, click **Launch All** to preview all tasks.
    Result: The **SAM Content Player** opens in a separate window.
  - To launch an individual training item, click **Launch** to the right of a specific task to preview it.
    Result: The **SAM Content Player** opens in a separate window.

Adding New Training Part II – Steps Two, Three and Four of the Add Training Wizard

After Step 7 in *Adding a New Training Part I*, there are three scenarios available. The steps vary slightly for each scenario. The scenarios are as follows:

- A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available
- B: Selecting Textbooks, Chapters and Make all SAM Tasks available
- C: Selecting only Make all SAM Tasks available

NOTES:

Tasks all use the following task ordering:

- Word, Excel, and PowerPoint tasks follow from the organization of the user-interface and ribbon functionality. For each individual functional group, related tasks are organized sequentially.
- Access tasks are organized by object type. For each individual object type, related tasks are organized sequentially.
- Vista, IE, and Outlook tasks are organized by functionality. For each individual functional group, related tasks are organized sequentially.

For example, you can find basic Word text formatting under the **Home** tab - **Font** functional group.

The following procedures detail these three scenarios:

A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available

Step	Action
8A	Browse the text book list and click the option box to the left of the textbook to select it. **NOTE:** You can select up to three text books.
9A	Leave the **Make all SAM Tasks available** check box deselected.

Step	Action
10A	Click **Next Step**. **Result**: Step 3 of the wizard, **Select Chapters**, displays.
11A	Select the appropriate **Chapter** check box(s). Options are as follows: ■ Select the **Select All** check box. ■ Select individual chapters.
12A	Click **Next Step**. **Result**: Step 4 of the wizard, **Select Tasks**, displays.
13A	From the **Task** tab, select the check box next to tasks you want to add. **NOTES**: ■ Tasks associated to chapters are automatically selected by default. ■ For training, the maximum number of tasks is 150.
14A	Proceed to Adding a New Training– Part III - Scheduling the Training to schedule the training. **NOTE:** If you do not want to schedule the training now, click **Save** and then **Done**.

B: Selecting Textbooks, Chapters and Make all SAM Tasks available

Step	Action
8B	Browse the text book list and click the option box to the left of the textbook to select it. **NOTE:** You can select up to three text books.
9B	Select the **Make All SAM Tasks available** check box.
10B	Click **Next Step**. **Result**: Step 3 of the wizard**, Select Chapters**, displays.
11B	Select the appropriate **Chapter** check box(s). Options are as follows: ■ Select the **Select All** check box. ■ Select individual chapters.
12B	Click **Next Step**. **Result**: Step 4 of the wizard, **Select Tasks**, displays.
13B	From the **Task** tab, select the check box next to tasks you want to add. **NOTES**: ■ Tasks associated to chapters are automatically selected by default. ■ For training, the maximum number of tasks is 150.
14B	Proceed to Adding a New Training– Part III - Scheduling the Training to schedule the training during the *Adding a New Training* procedure. **NOTE:** If you do not want to schedule the training now, click **Save** and then **Done**.

C: Selecting Only Make all SAM Tasks available

Step	Action
8C	Select the **Make All SAM Tasks available** check box.
9C	Do not select any textbooks.
10C	Click **Next Step**. **Result**: Step 4 of the wizard displays. Only subjects display on the taskbar.
11C	On the taskbar, click the appropriate **Subject** tab. **Result**: Tasks associated to the subject display.
12C	From available tasks, select the content of the training. **NOTE**: For training, the maximum number of tasks is 150.
13C	Proceed to Adding a New Training– Part III - Scheduling the Training to schedule the training during the *Adding a New Training* procedure. **NOTE:** If you do not want to schedule the training now, click **Save** and then **Done**.

Editing Training

IMPORTANT: USERS CANNOT EDIT OR COPY TRAINING CREATED PRIOR TO THE JUNE 2014 PRODUCT RELEASE. SCHEDULE AND DEACTIVATE ARE THE ONLY TWO OPTIONS AVAILABLE.

To edit training, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Training**. **Result**: The *Training* page displays.
2	Locate and select the training to edit.
3	In the *Actions* column, click the **Edit** icon. **Result**: The **Edit Training** wizard starts and Step 1, **Edit Training,** displays. **NOTE:** The Content Version, Training Name, and selection to Auto-generate a companion exam remain the same from the original training creation. **IMPORTANT**: ■ You cannot edit the content version. ■ Adding or removing any tasks from the training also adds or removes them from the companion exam. ■ If the training or a companion exam is already scheduled, you cannot add or remove tasks nor can you edit its content.
4	Click **Next Step**. **Result**: Step 2 of the wizard**, Select Textbooks**, displays.

Step	Action
5	Decide which selections to make. See the following sections of the *Adding Training* procedures to proceed: ■ A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available ■ B: Selecting Textbooks, Chapters and Make all SAM Tasks available ■ C: Selecting only Make all SAM Tasks available
6	Decide if you want to save the training and schedule later or save and schedule now. Proceed to Adding a New Training– Part III - Scheduling the Training to schedule the training during the *Editing Training* procedure. **NOTE:** If you do not want to schedule the training now, click **Save** and then **Done**.

Copying an Existing Training

IMPORTANT: USERS CANNOT EDIT OR COPY TRAINING CREATED PRIOR TO THE JUNE 2014 PRODUCT RELEASE. SCHEDULE AND DEACTIVATE ARE THE ONLY TWO OPTIONS AVAILABLE.

To copy an existing training, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Training**. **Result**: The *Training* page displays.
2	Locate and select the training to edit.
3	In the *Actions* column, click the **Copy** icon. **Result**: The **Copy Exam** wizard starts and Step 1, **Copy Exam**, displays. **NOTES:** ■ The Content Version, Training Name, and selection to Auto-generate a companion exam remain the same from the original training creation. ■ If a training or companion exam is already scheduled, you cannot add or remove tasks nor can you edit its content.
4	Enter a new unique name for the training. **IMPORTANT**: ■ You cannot edit the content version. ■ Copying training that has an existing companion exam does not make a copy of that exam.
5	To include a companion exam, click the **Auto-generate companion exam** option button.
6	Click **Next Step**. **Result**: Step 2 of the wizard**, Select Textbooks**, displays.

Step	Action
7	Decide which selections to make. ■ A: Selecting Textbooks, Chapters but NOT selecting Make all SAM Tasks available ■ B: Selecting Textbooks, Chapters and Make all SAM Tasks available ■ C: Selecting only Make all SAM Tasks available
8	Proceed to Adding a New Training– Part III - Scheduling the Training to schedule the training during the *Copying an ExistingTraining* procedure. **NOTE:** If you do not want to schedule the training now, click **Save** and then **Done**.

Adding a New Training– Part III - Scheduling the Training

You can schedule training at the end of the *Adding, Editing and Copying Training* procedures. To schedule training, click either the **Schedule Training** icon or click **Save** and then **Schedule**. The following procedure details the steps:

Step	Action
1	Decide which of the save and schedule options to use: ■ To save and schedule the training at the same time: — Click the **Schedule Training** icon. **Result**: The **Training Assignment Options and Scheduling** dialog box displays. Content on the left side of the window is disabled. Or ■ To save the training and schedule at a later time: — Click **Save** and then **Done**. See Scheduling SAM Assignments for the scheduling steps. Or ■ To save first and then in the message box that displays, select **Schedule** to schedule the training now: — Click **Save** and then **Schedule**.
2	If you selected **Schedule**, in the **Training Assignment Options and Scheduling** dialog box select from the various options. See the following table for details.
3	When finished, click **Schedule**.

Scheduling Training Options

An * indicates a mandatory field.

Option	Details if selected
*Assignment Name	Required field **Default:** Auto-populates with the training name entered in Step 5 of the *Adding Training Part I* procedure. Edit the training name, if desired.

Option	Details if selected
Instructions	Enter additional instructions. **Default:** No instructions
Scheduling Options	
*Select Sections	Click the drop-down menu tab and select appropriate section(s) for the training. **Default:** Required field
Dates/Times and Security	
Specify when training is available	Select dates from the calendar when students can take the training. **Default:** Training is always available
Specify always available password	(Displays if instructors do not specify available dates) Enter a password that students need to start the training. **NOTE:** Password is optional. If used, provide it to the students. **Default:** No password
Specify when training is due	Select a date when the training is due. **Default:** No due date selected
Available after due date	If you have specified a due date for the training assignment, you can select whether or not the exam will still be available to students after that date. **Default:** Not selected

Deactivating Training

Occasionally you may need to deactivate training if, for example, you are no longer teaching a specific course topic. To deactivate training, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**.
2	Click **Training**. **Result**: The *Training* page displays.
3	Locate and select the training to deactivate.
4	In the *Actions* column, click the **Deactivate** icon. **Result**: A Confirm Deactivation message displays.
5	Click **OK** to deactivate the training and an associated companion exam, if applicable. **IMPORTANT**: Deactivating training also deactivates any associated assignments.

Previewing Training

SAM lets you preview training to see it the same way your students do. To preview training, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**.
2	Click **Training**. **Result**: The *Training* page displays.
3	Locate and select the training to preview.
4	Click the **Preview** icon to the left of the training. **Result**: The *Preview Training* window displays.
5	Click **Print Screen** to print the contents of the *Preview Training* window.
6	Launch options are as follows: ■ To preview all tasks, click **Launch All**. **Result**: The SAM Content Player opens in a separate window. ■ To launch a task individually, click **Launch** to the right of a specific task. **Result**: The SAM Content Player opens in a separate window.
7	When finished, click **Exit** in the Content Player's control panel or the **X** icon on the Windows title bar. **Result**: The Content Player window closes and the *Preview Training* window displays.
8	Click the **X** icon to close the *Preview Training* window.

Projects

Locating and Previewing Projects

Before you can preview or schedule a project, you must first locate it. Use the following procedure to locate and preview a project:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Projects**. **Result**: The *Projects* page displays. **NOTE:** Only the projects associated to textbooks in your section(s) display.
2	Locate and select a project. To narrow your search: ■ From the **Textbook** drop-down menu, select an appropriate textbook. ■ From the **Chapter/Unit** drop-down menu, select an appropriate chapter. ■ In the **Search** box, enter *search text*. **Result**: The filtered project list displays. **NOTE:** Clicking **Reset** restores search defaults.
3	To preview the project, click the **Preview** icon. **Result**: The *Project Preview* page displays.
4	Click the **Download** link to the right of **Instruction File** to view the instructions for this project. **Result**: A file download dialog box opens. ■ Click **Open** to view or print the instructions file. Or ■ Click **Save** to save it to a directory to view or print at a later time.
5	Click the **Download** link to the right of **Starting Document** to view the document assigned to this project. **Result**: A file download dialog box opens. ■ Click **Open** to view or print the starting document. Or ■ Click **Save** to save it to a directory to view or print at a later time.
6	Click the **Download** link to the right of **Solution File** to view what the completed project should look like after students complete the project. **Result**: A file download dialog box opens. ■ Click **Open** to view or print the solution file. Or ■ Click **Save** to save it to a directory to view or print at a later time.
7	Click **Close** to return to the *Projects* page.

Scheduling a Project

To schedule a project for a section from the projects list, use the following procedure:

NOTE: To schedule a project from the **Assignments** tab see SAM Assignments > Scheduling a Project.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Projects**. **Result**: The *Projects* page displays.
2	To locate a project, select from the appropriate drop-down menus (**Book** and **Chapter**) to locate the project you want to schedule. **NOTES**: ■ Search results display automatically. ■ To clear the criteria, click the **X** icon next to the search menus. ■ You can sort columns in ascending or descending order.
3	In the **Actions** column of the project you want to schedule, click the **Schedule** icon. **Result**: **The Add Assignment Options and Schedule** wizard starts and Step 1, **Select Assignment Type**, displays.
4	In the **Project Assignment Options and Scheduling** dialog boxes, enter and select from the various options. See the following table for details. **NOTE:** Clicking the **Adjust** button enables you to adjust project weights. See the section Adjusting Project Weights for the steps.
5	When finished entering all options, click **Save**.

Project Assignment Options and Schedule

Option	Details if selected
Project Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the project name
Instructions	Enter additional instructions **Default:** No instructions
Scoring and Delivery Options	
Maximum number of submission attempts	Enter the maximum number of times students can submit a project. Instructors can enable students to use the same project for practice before submitting it for a final grade. **Default:** Three attempts
Pass/Fail threshold	To use the Pass/Fail option: ■ Select the Pass/Fail check box. ■ Enter a threshold percent. **Default:** Not selected
Project Schedule Options	
*Select Section	Click the drop-down menu tab and select appropriate section(s) for the project. **Default:** Required field **NOTE**: Remediation links to section(s) you select.
Dates/Times and Security	
Specify when the project is available	Select dates from the calendar when students can . **Default:** Training is always available.
Specify always available password	(Displays if instructors do not specify available dates.) Enter a password that students need to start the project. **IMPORTANT**: Passwords are optional. If used, provide them to students. **Default:** No password

Option	Details if selected
Specify project times and passwords	Displays if the instructor sets available dates.) The **Set Available Dates and Times** window displays. Enter the following (optional): **Times and security** - Select all dates or individual dates. ■ Select **individual date** from the drop-down menu. ■ Assign times and passwords for each available date. **NOTE:** Passwords are optional. If used, provide them to students. **Default:** No times and passwords
Specify when students can view report	Display exam performance reports to students as follows: ■ Click the **Never make reports available to students** option button if you do not want your students to view results for this project. ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this project available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Click the **Make student reports available** option button to specify a range of dates when project reports will be available. You can click the **Calendar** icon to select to select a date. **Default:** Make student reports available beginning on the current date.

Deactivating a Project

Occasionally you may need to deactivate a project if, for example, you are no longer teaching a specific course topic. To deactivate a project, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**.
2	Click **Projects**. **Result**: The *Projects* page displays.
3	Locate and select the project to deactivate.
4	In the *Actions* column, click the **Deactivate** icon. **Result**: A Confirm Deactivation message displays.
5	Click **OK** to deactivate the project.

Scheduling SAM Assignments

You can schedule all SAM assignment types (exams, training, projects and SAM Path assignments) by clicking the **Assignments** tab under **SAM Assignments** and using the following procedures.

NOTE: If your institution has access to both content versions (Office 2010 and Office 2013), you cannot schedule a 2010 assignment for a 2013 section and vice versa.

Locating and Selecting a SAM Assignment

Before you can edit, copy, schedule an individual student assignment, preview or deactivate an assignment, you must locate and select it. To locate and select an assignment, use the following procedure:

Step	Action
1	Click **SAM Assignments** on the **Navigation** bar. **Result**: The *SAM Assignments* page displays with a list of scheduled assignments.
2	To narrow your search: ■ Click the drop-down menu and select the appropriate section. ■ Click the appropriate filter buttons to narrow the display. **NOTES**: ■ Activity Type filters display as follows: — Orange =On — Blue=Off ■ Activity Type filters are toggles, i.e., click an orange filter once to turn it blue; click again to turn it back to orange. ■ Assignments with no due date do not display in the *Activity List* view when the filter is off.
3	Click the column heading in the table to sort by ascending or descending order. You can sort by: ■ **Assignment Name** ■ **Content Version** (only selectable if your institution has access to both content versions) ■ **Type (Public or Private)** ■ **Section** ■ **Available** ■ **Due**
4	Click the **Preview** icon to the left of an item. **Result**: A preview window displays with the selected item details. Click the **X** icon to close and return to the *Assignments* page.

Scheduling an Exam

Use the following procedure to schedule an exam assignment:

Step	Action
1	Click **SAM Assignments** on the **Navigation** bar. **Result**: The *Assignments* page displays.
2	On the taskbar, click **Schedule New**. **Result**: The **Schedule SAM Assignment** wizard starts and Step 1, **Select Assignment Type**, displays.
3	For **Assignment Type**, click **Exams**.
4	From the **Content Version** drop-down menu, select the content version you want to use. **NOTE:** If your institution has access to only one version of Office, only one selection displays on the list.
5	From the **Subject** drop-down menu, select the subject of the exam.
6	Click the correct **Type** button: **Public or Private**. **NOTE:** A public exam is available to all instructors; a private exam is not available to other instructors.
7	In the **Exam List**, click the option button to the left of the exam that you want to schedule.
8	Click **Next Step**. **Result**: The **Add Assignment Options and Schedule** dialog box displays.
9	Complete the fields under the Exam and Assignment Options and Schedule.
10	When finished entering all options, click **Save**. **Result**: The exam displays on the **Assignment** list.

Exam Assignment Options and Schedule

NOTE: An ***** indicates a mandatory field.

Option	Details if selected
Exam Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the exam name entered in Step 5.
Instructions	Enter additional instructions. **Default:** No instructions
Scoring and Delivery Options	

Option	Details if selected
Pass/Fail	Enter the Pass/Fail threshold as a percentage of correct answers. **Default:** Not Pass/Fail
Specify time limit	Enter the maximum exam time in minutes. **Default:** Untimed
Allow SAM Exam to be retaken	Enter the maximum number of retakes up to 50. Instructors can enable students to use the same exam for practice before submitting it for a final grade. **Default:** No retakes One retake if using default number of retakes
Randomize tasks/questions	Display exam questions or tasks in random order rather than the original selection order. **Default:** Not randomized
Performance Task Options	
Modify scenarios	Use a different task scenario. **NOTE:** Not all tasks offer multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Provide feedback after a student completes each task. **Default:** Feedback displays.
Specify incorrect actions per task	Enter number of times a student can attempt to complete a task successfully before marking the task incorrect. Select a value between 1 and 10. **Default:** Three attempts
Display results at end of exam	Display scores at the end of the exam. **Default:** Results do not display.
Testbank/Custom Question Options	
Display feedback for each question	Provide feedback when the student answers each question. **Default:** No feedback
Specify incorrect attempts per question	Enter the number of times a student can attempt to answer a question. (Select a value between 1 and 10.) **NOTE:** If you select **Display feedback for each question**, students can attempt the question once. **Default:** One attempt
Display feedback for each question	Provide feedback when the student answers each question. **Default:** No feedback

Option	Details if selected
Exam Schedule Options	
*Select Section	Click the drop-down menu tab and select appropriate section(s) for the exam. **Default:** Required field
Specify when exam is available	Options are as follows: ■ Click a single date or multiple dates to select. ■ Month– Click the **<** icon in the upper-left corner to go back one month; click the > icon in the upper right corner to go forward a month. **Default:** Always available
Specify always available password	(Displays if instructors do not specify available dates.) Enter a password that students need to start the exam. **IMPORTANT**: Passwords are optional. If used, provide them to students. **Default:** No password
Specify exam times and passwords	(Displays if the instructor sets available dates.) The **Set Available Dates and Times** window displays. Enter the following (optional): **Times and security** - Select all dates or individual dates. ■ Select **individual date** from the drop-down menu. ■ Assign times and passwords for each available date. **NOTE:** Passwords are optional. If used, provide them to students. **Default:** No times and passwords
Specify when students can view reports	Display exam performance reports to students as follows: ■ Never make reports available to students ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this exam available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Make student reports available (Specify a range of dates from the calendar). **Default:** Make student reports available beginning on the current date.

Scheduling Training

Use the following procedure to schedule a training assignment:

Step	Action
1	Click **SAM Assignments** on the **Navigation** bar. **Result**: By default, The *Assignments* page displays.
2	On the taskbar, click **Schedule New**. **Result**: The **Schedule SAM Assignment** wizard starts and Step 1, **Select Assignment Type**, displays.
3	For **Assignment Type**, click **Training**.
4	Click **Next Step**.
5	From the **Content Version** drop-down menu, select the content version you want to use. **NOTE:** If your institution has access to only one version of Office, only one selection displays on the list.
6	From the **Subject** drop-down menu, select the subject of the training.
7	Click the correct **Type** button: **Public or Private**. **NOTE:** A public exam is available to all instructors; a private exam is not available to other instructors.
8	In the training list, click the option button to the left of the training which you want to schedule. Click **Next Step**. **Result**: The **Add Assignment Options and Schedule** dialog box displays.
9	In the **Training Assignment Options and Scheduling** dialog box, select from the various options. See the following table for details.
10	When finished entering all options, click **Save**. **Result**: The training displays on the **Assignments** list.

Training Assignment Options and Schedule

NOTE: An ***** indicates a mandatory field.

Option	Details if selected
Training Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the training name entered in Step 5 of the *Adding Training Part I* procedure. Edit the training name, if desired.

Option	Details if selected
Instructions	Enter additional instructions. **Default:** No instructions
Training Schedule Options	
*Select Section	Click the drop-down menu tab and select appropriate section(s) for the project. **Default:** Required field
Dates/Times and Security	
Specify when training is available	Select dates from the calendar when students can take the training. **Default:** Training is always available.
Specify always available password	(Displays if instructors do not specify available dates) Enter a password that students need to start the training. **NOTE:** Password is optional. If used, provide it to the students. **Default:** No password
Specify when training is due	Select a date when the training is due. **Default:** No due date selected
Allow after due date	Select the check box to allow training to occur after the due date. **Default:** Not selected

Scheduling a Project

Use the following procedure to schedule a project assignment:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: By default, The **Assignments** page displays.
2	On the taskbar, click **Schedule New**. **Result**: The **Schedule SAM Assignment** wizard starts and Step 1, **Select Assignment Type**, displays.
3	For **Assignment Type**, click **Project**.

Step	Action
4	Click **Next Step**. **NOTES**: ■ If your institution supports both content versions (2010 and 2013), the View All Projects textbox is disabled until you select a content version. ■ Only projects associated to textbooks display. ■ Search results display automatically. ■ You can sort columns in ascending or descending order. ■ To clear the criteria, click the **X** icon next to the search menus.
5	To locate and select a project, select from the appropriate drop-down menus (**Subject**, **Textbook** and **Chapter**). **NOTE**: To schedule a project that does not have an association to one of the textbooks you selected when you added the project, use the following two step procedure: ■ Select the **View All Projects** check box. **Result**: A list of all SAM projects displays. ■ Select from the **Textbook**, **Chapter**, **Unit** and/or **Subject** dropdown menus to locate the project to schedule.
6	In the **Project Assignment Options and Scheduling** dialog box, enter and select from the various options. See the following table for details. **NOTE:** Clicking the **Adjust** button enables you to adjust project weights. See the section Adjusting Project Weights for the steps.
7	When finished entering all options, click **Save**.

Project Assignment Options and Schedule

NOTE: An ***** indicates a mandatory field.

Option	Details if selected
Project Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the project name
Instructions	Enter additional instructions **Default:** No instructions
Scoring and Delivery Options	
Maximum number of submission attempts	Enter the maximum number of times students can submit a project. Instructors can enable students to use the same project for practice before submitting it for a final grade. **Default:** Three attempts

Option	Details if selected
Set Pass/Fail threshold	To use the Pass/Fail option: ■ Select the Pass/Fail check box. ■ Enter a threshold percent. **Default:** Not selected
Project Schedule Options	
Dates/Times and Security	
Specify when the project is available	Select dates from the calendar when students can work on the project. **Default:** Training is always available.
Specify always available password	(Displays if instructors do not specify available dates.) Enter a password that students need to start the project. **IMPORTANT**: Passwords are optional. If used, provide them to students. **Default:** No password
Specify project times and passwords	Displays if the instructor sets available dates.) The **Set Available Dates and Times** window displays. Enter the following (optional): **Times and security** - Select all dates or individual dates. ■ Select **individual date** from the drop-down menu. ■ Assign times and passwords for each available date. **NOTE:** Passwords are optional. If used, provide them to students. **Default:** No times and passwords
Specify when students can view report	Display exam performance reports to students as follows: ■ Click the **Never make reports available to students** option button if you do not want your students to view results for this project. ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this project available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Click the **Make student reports available** option button to specify a range of dates when project reports will be available. You can click the **Calendar** icon to select to select a date. **Default:** Make student reports available beginning on the current date.

Adjusting Project Weights

By default, SAM project grades are based on 100 total points. You can change this default to any whole number under 100. You can also change the point values of any step; but in order to save the project, the total of all steps cannot exceed the total point value.

For example, if a project has a total of 100 points and the project has 10 steps, each step is worth a maximum score of 10 points. If you change the total points to 80, then the 10 steps must add up to a total of 80 points.

You can adjust the weights when you initially schedule the project or when you edit the project schedule.

To adjust the total points and/or weights, use this procedure:

Step	Action
1	In the **Project Assignment Options and Scheduling** dialog box (Step 6 of the **Scheduling a Project** procedure above.), click the **Adjust** button. **Result**: The *Adjust Step Weights* window displays.
2	To change the **Total Points** for the project: ■ In the **Total Points** text box, enter a new number less than 100. ■ In the **If incorrect, deduct** column, manually adjust the step point values of specific steps you want to change. **NOTE:** Manually enter a value of **0** to grade a step but not assign a point deduction for it. — Insure that all the step values add up to the **Total Points**. Or — Click **Normalize**. Or — To revert to the original points values for the project, click **Reset**. **NOTES**: ■ Normalize adjusts point values for all steps you have not manually assigned based on the current number of total points. ■ Step point values you have assigned remain the same. ■ Point values for all other steps are adjusted to be equal. — Any leftover points are added individually to unchanged steps starting from the last step.
3	Click **OK** to accept the new score settings.

Scheduling a SAM Path

SAM Paths are assignments consisting of sequential combinations of exams and training. Supported path combinations include the following:

- **Exam > Training > Exam**: Use this path to test students on a topic, provide remedial training for any errors and re-test students for proficiency.

- **Training > Exam**: Use this path to train students on a topic and test their proficiency.
- **Exam > Training**: Use this path to test students on a topic and provide remedial training for errors.

NOTE: Before you schedule a SAM path, create an exam with a companion training or training with a companion exam. These paired activities form the basis of a SAM Path assignment.

Use the following procedure to schedule a SAM Path assignment:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: By default, The *Assignments* page displays.
2	On the taskbar, click **Schedule New**. **Result**: The **Add Assignment Options and Schedule** wizard starts and Step 1, **Select Assignment Type**, displays.
3	For **Assignment Type**, click **SAM Path**. **NOTE:** The Content Version menu displays the version of Microsoft Office assigned to the assignment. (Office 2010 or Office 2013, depending on what is available to the institution)
4	In this step, select the appropriate subject and exam. ■ From the **Subject** drop-down menu, select an appropriate subject. ■ For **SAM Path Type** select an appropriate type (**Private** or **Public)**. ■ From the **Your SAM Paths** list, select an appropriate exam.
5	Click **Next Step**. **Result**: Step 2 of the wizard, **Add Assignment Options and Schedule**, displays.
6	In this step, select the SAM Path Exam-Training combinations. Click the appropriate option to select. Options display differently depending on your selection. ■ **Exam > Training > Exam**: Use this path to test students on a topic, provide remedial training for any errors and re-test students for proficiency. ■ **Training > Exam**: Use this path to train students on a topic and test their proficiency. ■ **Exam > Training**: Use this path to test students on a topic and provide remedial training for errors.
7	Regardless of which of the three SAM Path options you select, always complete the following mandatory fields: ■ Assignment Name: Enter a *name* for the SAM Path assignment. ■ Schedule Selection: Click the **Select Section(s)** drop-down menu and select appropriate section(s).

Step	Action
8	Enter the settings appropriate for this SAM Path assignment. See the following tables for the assignment and schedule options for each of the SAM Path combinations.
9	When finished entering all options, click **Save**.

SAM Path Exam > Training > Exam Options

NOTE: If desired, you can retain default settings for fields, where applicable.

Option	Description
Pre-Exam, Training and Post-Exam Instructions	Enter additional instructions to aid the student(s). **Default:** No instructions
SAM Path Dates and Security	
Specify when the SAM Path is available	Select SAM Path availability dates. When checked, you can enter *from* and *to* dates either manually or by using the calendar. If left unchecked, the SAM Path is always available. **Default:** Always available
Specify always available password	This option displays if you have not specified dates when the SAM Path is available. Select whether a password is required to begin the SAM Path. If selected, the *Enter the password here* field displays. **IMPORTANT**: Provide students with the password. **Default:** No password
Specify when students can view reports	Select when students can view reports on their SAM Path performance. ■ Click the **Never make reports available to students** option button if you do not want your students to view results for this SAM Path. ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this SAM Path available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Click the **Make student reports available** option button to specify a range of dates when SAM Path reports will be available. You can click the **Calendar** icon to select to select a date. **Default:** Make student reports always available beginning on the current date.

Option	Description
Display trainings and post-exams only for incorrect tasks in the pre-exam	Deselect the check box if you do not want to display. **Default:** Only display tasks that were incorrect in the pre-exam training.
Scoring and Delivery Options – Pre-Exam	
Specify time limit	Select whether to set a time limit for this exam. If you select to limit the time, in the field that displays, enter the maximum number of minutes. **Default:** Untimed
Randomize tasks/questions	Select whether the exam's questions or tasks should be randomized or presented in the order originally selected for the exam. **Default:** Not randomized
Performance Task Options – Pre-Exam	
Modify scenarios	Click this link to use a task scenario document other than the default scenario. **Result**: The **Modify Scenario** window displays. ■ From the **Scenario** drop-down menu, select another document. ■ Click **OK** to save the change and close the window. **NOTE**: All tasks have multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Select whether to provide feedback after task completion, i.e., informing the student whether the task was accomplished correctly or not. **Default:** Feedback displays.
Specify incorrect actions per task	Select the number of times the student can attempt to complete a task successfully before it is marked incorrect. You can select a value from 1 to 10. **Default:** Three attempts
Scoring and Delivery Options – Post-Exam	
Pass/Fail	Select whether this exam will be graded on a Pass/Fail basis or not. If you select **Pass/Fail**, in the field that displays, enter the Pass/Fail threshold as a percentage of correct answers. **Default:** Not Pass/Fail

Option	Description
Specify time limit	Select whether to set a time limit for this exam. If you select to limit the time, in the field that displays, enter the maximum number of minutes. **Default:** Untimed
Randomize tasks/questions	Select whether the exam's questions or tasks should be randomized or presented in the order originally selected for the exam. **Default:** Not randomized
Display results at end of exam	Select whether to display scores to the students at the end of the exam or not. **Default:** Results do not display.
Allow post-exam to be retaken	Select whether to allow multiple attempts for the post-exam. **Default:** One attempt
Performance Task Options – Post-Exam	
Modify scenarios	Click this link to use a task scenario document other than the default scenario. **Result**: The **Modify Scenario** window displays. ■ From the **Scenario** drop-down menu, select another document. ■ Click **OK** to save the change and close the window. **NOTE**: All tasks have multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Select whether to provide feedback after task completion, i.e., informing the student whether the task was accomplished correctly or not. **Default:** Feedback is displayed.
Specify incorrect actions per task	Select the number of times the student can attempt to complete a task successfully before it is marked incorrect. You can select a value from 1 to 10. **Default:** Three attempts

SAM Path Training > Exam Options

All fields are mandatory except for instructions.

Option	Description
Exam and Training Instructions	Enter additional instructions to help student(s). **Default:** No instructions
SAM Path Dates and Security	
Specify when the SAM Path is available	Select SAM Path availability dates. When checked, you can enter *from* and *to* dates either manually or by using the calendar. If left unchecked, the SAM Path is always. **Default:** Always available
Specify always available password	This option displays if you have not specified dates when the SAM Path is available. Select whether a password is required to begin the SAM Path. If selected, the field *Enter the password here* displays. **IMPORTANT**: Provide the students with the password. **Default:** No password
Specify when students can view reports	Select when students can view reports on their SAM Path performance. ■ Click the **Never make reports available to students** option button if you do not want your students to view results for this SAM Path. ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this SAM Path available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Click the **Make student reports available** option button to specify a range of dates when SAM Path reports will be available. You can click the **Calendar** icon to select to select a date. **Default:** Make student reports always available beginning on today's date.
Exam Scoring and Delivery Options	
Pass/Fail	Select whether this exam will be graded on a Pass/Fail basis or not. If you select **Pass/Fail**, in the field that displays, enter the Pass/Fail threshold as a percentage of correct answers. **Default:** Not Pass/Fail

Option	Description
Specify time limit	Select whether there is be a time limit for this exam. If you select to limit the time, in the field that displays, enter the maximum number of minutes. **Default:** Untimed
Randomize tasks/questions	Select whether the exam's questions or tasks should be randomized or presented in the order originally selected for the exam. **Default:** Not randomized
Display results at end of exam	Select whether to display scores to the students at the end of the exam or not. **Default:** Results not displayed
Allow exam to be retaken	Select whether to allow multiple attempts for the post-exam. **Default:** One attempt
Exam Performance Task Options	
Modify scenarios	Click this link to use a task scenario document other than the default scenario. **Result**: The **Modify Scenario** window displays. ■ From the **Scenario** drop-down menu, select another document. ■ Click **OK** to save the change and close the window. **NOTE**: All tasks have multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Select whether to provide feedback after task completion, i.e., informing the student whether the task was accomplished correctly or not. **Default:** Feedback displays.
Specify incorrect actions per task	Select the number of times the student can attempt to complete a task successfully before it is marked incorrect. You can select a value from 1 to 10. **Default:** Three attempts

SAM Path Exam > Training Options

All fields are mandatory except for Instructions.

Option	Description
Exam and Training Instructions	Enter additional instructions to aid the student(s). **Default:** No instructions
SAM Path Dates and Security	

Option	Description
Specify when the SAM Path is available	Select SAM Path availability dates. When checked, you can enter *from* and *to* dates either manually or using the calendar. If left unchecked, the SAM Path is always. **Default:** Always available
Specify always available password	This option displays if you have not specified dates when the SAM Path is available. Select whether a password is required to begin the SAM Path. If selected, the field *Enter the password here* displays. **IMPORTANT**: Provide the students with the password. **Default:** No password
Specify when students can view reports	Select when students can view reports on their SAM Path performance. ■ Click the **Never make reports available to students** option button if you do not want your students to view results for this SAM Path. ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this SAM Path available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Click the **Make student reports available** option button to specify a range of dates when SAM Path reports will be available. You can click the **Calendar** icon to select to select a date. **Default:** Make student reports always available beginning on today's date
Display trainings only for incorrect tasks in pre-exam	Deselect the check box if you do not want to display. **Default:** Only display tasks that were incorrect in the pre-exam training.
Exam Scoring and Delivery Options	
Specify time limit	Select whether to set a time limit for this exam. If you select to limit the time, in the field that displays, enter the maximum number of minutes. **Default:** Untimed
Randomize tasks/questions	Select whether the exam's questions or tasks should be randomized or presented in the order originally selected for the exam. **Default:** Not randomized

Option	Description
Display results at end of exam	Select whether to display scores to the students at the end of the exam or not. **Default:** Results do not display.
Exam Performance Task Options	
Modify scenarios	To modify scenarios: ■ Click this link to use a task scenario document other than the default scenario. **Result**: The **Modify Scenario** window displays. ■ From the **Scenario** drop-down menu, select another document. ■ Click **OK** to save the change and close the window. **NOTE**: All tasks have multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Select whether to provide feedback after task completion, i.e., informing the student whether the task was accomplished correctly or not. **Default:** Feedback is displayed
Specify incorrect actions per task	Select the number of times the student can attempt to complete a task successfully before it is marked incorrect. You can select a value from 1 to 10. **Default:** Three attempts

Manually Submitting Assignment Results

You can manually submit pending results for exams, training and SAM Paths. However, you cannot manually submit results for projects.

To submit pending exam, training and/or SAM Path results manually, use this procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: The **Assignment** list displays by default.
2	In the **Section** drop-down menu, select the appropriate section. **Result**: All assignments for the selected section display.
3	In the list, locate and select the appropriate assignment for which you want to submit results. See Locating and Selecting a SAM Assignment for search details.

Step	Action
4	In the *Actions* column for the assignment that you located, click the **Submit** icon. **Result**: The following message displays: **You have chosen to manually submit all pending results for this assignment. Please note that this will submit all work that is at least 24 hours old, that the student has already completed and will be graded as is.**
4	Click **OK** to submit the pending assignment results.

Scheduling Individual Assignments

SAM lets you schedule exams, training, projects and SAM Paths and assign them to specific students in a section. The following procedure starts with locating the assignment on the **Assignments** page and scheduling from there.

Alternatively, you can schedule individual assignments from the associated assignment page (**Exams**, **Training** or **Projects**). The steps remain the same after you enter the **Schedule Individual Exam** wizard. The differences lie in how you arrive to the wizard. If you choose to schedule an individual assignment via the Exams, Training or Projects pages, use these first steps:

Step	Action
1	Click the appropriate tab (**Exams**, **Training**, **Projects**) tab.
2	Locate the assignment.
3	In the **Actions** column, click the **Schedule Individual Assignment** icon. **Result**: The **Add Assignment Options and Schedule** wizard displays. **NOTE**: The following steps are identical to the procedures detailed below starting with Step 3.

IMPORTANT: Scheduling an individual assignment as a new assignment for student(s) displays as a separate assignment in Gradebook. You can also decide to replace a grade for an existing assignment with the new assignment's grade: for example, if the student(s) missed the original assignment. Student names appear dimmed (disabled) when the selected assignment to replace in Gradebook is already scheduled to the student.

NOTES:

- You can select only one section from which to assign individual student(s).
- An * indicates a mandatory field.
- Only grades from individual assignments can replace grades of previously administered assignments.

Scheduling Individual Exams

To schedule an individual exam from the **Assignments** page, use this procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: The *Assignment* page displays by default.
2	Locate and select the exam to schedule to a student or set of students from a section.

Step	Action
3	In the *Actions* column, click the **Schedule Individual Student Assignment** icon. **Result**: The **Schedule Individual Exam** wizard starts and Step 1, **Add Assignment Options and Schedule**, displays.
4	In the **Assignment Name** text box, enter a *name* for the exam. **NOTE**: Unique exam names are not required to schedule an exam. Unique exam name are required when you create, edit or copy an exam.
5	In the **Instructions** text box, enter exam instructions.
6	From the **Select Section** drop-down menu, select the appropriate section. **NOTES**: ■ You can only select one section. ■ If no students are assigned to the section, the following message displays: **There are no students in the selected section. Select a different section to select individual students.** — In this case, either select another section or, if you are the section owner, edit the section and add students. When done editing, restart the *Scheduling Individual Exams* procedure.
7	Complete optional fields as appropriate. See Exam Assignment Options and Schedule for details.
8	When finished entering options, click **Next Step**. **Result**: The **Schedule Individual Exam** wizard starts and Step 2, **Add Assignment Options and Schedule**, displays.
9	In this step, you have two options: *replace* or *not replace* the results of a Gradebook assignment with the results of the new exam. ■ To keep the Gradebook results and add a new entry in Gradebook, leave the default selection **Do not replace any assignment in Gradebook**. ■ To replace the original grade in Gradebook with the grade for the new exam: — From the list, click the appropriate exam to replace with the new exam.
10	In the *Available Students* section, select the student name(s) to add. **NOTE**: Students names appear dimmed if they already have assignments to replace in Gradebook.
11	Click **Save**.

Scheduling Individual Training

To schedule an individual training, use this procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: The *Assignments* page displays.
2	Locate and select the training to schedule to a student or set of students from a section.
3	In the *Actions* column, click the **Schedule Individual Student Assignment** icon. **Result**: The **Schedule Individual Training** wizard starts and Step 1, **Add Assignment Options and Schedule** displays.
4	In the **Assignment Name** text box, enter a *name* for the training.
5	In the **Instructions** text box, enter training instructions.
6	From the **Select Section** drop-down menu, select the appropriate section. **NOTES**: ■ You can select only one section. ■ If no students are assigned to the section, the following message displays: **There are no students in the selected section. Select a different section to select individual students.** — In this case, either select another section or, if you are the section owner, edit the section and add students. When done editing, restart the *Scheduling Individual Training* procedure.
7	Complete optional fields as appropriate. See the Training Assignment Options and Schedule for details.
8	When finished entering all options, click **Next Step**. **Result**: The **Schedule Individual Training** wizard starts and Step 2, **Add Assignment Options and Schedule** displays.
9	In this step, you have two options: *replace* or *not replace* the results of a Gradebook assignment with the results of the new training. ■ To keep the Gradebook results and add a new entry in Gradebook, leave the default selection **Do not replace any assignment in Gradebook**. ■ To replace the original grade in Gradebook with the grade for the new training: — From the list, click the appropriate training to replace with the new training.
10	From **Available Students**, select the student's name(s) to add.
11	Click **Save**.

Scheduling Individual Projects

To schedule an individual project, use this procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: The *Assignments* page displays.
2	Locate and select the training to schedule to a student or set of students from a section.
3	In the *Actions* column, click the **Schedule Individual Student Assignment** icon. **Result**: The **Schedule Individual Project** wizard starts and Step 1, **Add Assignment Options and Schedule**, displays.
4	In the **Assignment Name** text box, enter a *name* for the project.
5	In the **Instructions** text box, enter project instructions.
6	From the **Select Section** drop-down menu, select the appropriate selection. **NOTES**: ■ If no students are assigned to the section, the following message displays: **There are no students in the selected section. Select a different section to select individual students.** ■ In this case, either select another section or, if you are the section owner, edit the section and add students. When done editing, restart the *Scheduling Individual Project* procedure.
7	Complete optional fields as appropriate. See Project Assignment Options and Schedule for details. Also, see the section Adjusting Project Weights for the steps to adjust project weights.
8	When finished entering all options, click **Next Step**. **Result**: Step 2 of the wizard displays.
9	In this step, you have two options: *replace* or *not replace* the results of a Gradebook assignment with the results of the new project. ■ To keep the Gradebook results and add a new entry in Gradebook, leave the default selection **Do not replace any assignment in Gradebook** . ■ To replace the original grade in Gradebook with the grade for the new project: — From the list, click the appropriate project to replace.
10	From **Available Students**, select the student's name(s) to add.
11	Click **Save**.

Scheduling Individual SAM Paths

To schedule an individual SAM Path, use this procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments**. **Result**: The *Assignments* page displays.
2	Locate and select the SAM Path to schedule to a student or set of students from a section.
3	In the *Actions* column, click the **Schedule Individual Student Assignment** icon. **Result**: The **Schedule Individual SAM Path** wizard starts and Step 1, **Add Assignment Options and Schedule**, displays.
4	In the **Assignment Name** text box, enter a *name* for the SAM Path.
5	In the **Instructions** text box, enter SAM Path instructions.
6	From the **Select Section** drop-down menu, select the appropriate selection. **NOTES**: If no students are assigned to the section, the following message displays: **There are no students in the selected section. Select a different section to select individual students.** In this case, either select another section or, if you are the section owner, edit the section and add students. When done editing, restart the *Scheduling Individual Project* procedure.
7	Complete optional fields as appropriate. See for the section Scheduling a SAM Path for details.
8	When finished entering all options, click **Next Step**. **Result**: Step 2 of the wizard displays.
9	In this step, you have two options: *replace* or *not replace* the results of a Gradebook assignment with the results of the new project. ■ To keep the Gradebook results and add a new entry in Gradebook, leave the default selection **Do not replace any assignment in Gradebook** . ■ To replace the original grade in Gradebook with the grade for the new project: — From the list, click the appropriate project to replace.
10	From *Available Students*, select the student's name(s) to add.
11	Click **Save** to save the individual project assignment.

Using the Express Creation Wizard

Express Creation is a convenient way to create and schedule exam, training and project assignments associated to a chapter from a textbook in a section. To create assignments using Express Creation, follow the procedure detailed below:

Adding and Scheduling an Exam Assignment

In Express Creation, you can add and schedule an exam assignment using the following procedure:

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Express Creation**.
2	From the **Select Section** drop-down menu, select a section.
3	From the **Textbook** drop-down menu, select the textbook from which to create an exam assignment.
4	From the **Chapter** tabs, select a chapter from which to create an exam assignment. **Result**: The **Express Creation** wizard starts.
5	Click the **Exam Assignment** tab. **NOTE:** If there are no exam assignments available for a particular chapter, the **Exam** tab does not expand to show content.
6	In the **Exam Assignment Name** textbox, enter a *unique name* for the exam assignment.
7	By default, all tasks are selected; testbank questions are not selected. ■ Deselect and select tasks to include in the assignment. ■ Select testbank questions to include in the assignment. **NOTE:** An exam can have a maximum of 150 questions.
8	You can preview the whole exam or individual questions. ■ To preview individual tasks or testbank questions: click the corresponding **?** icon. ■ To select a different scenario: click the **Scenario** drop-down menu, and select another scenario (Scenario 1 is the default). ■ To preview the exam item: click the **Exam Preview** tab. ■ To preview the exam contents: click the **?** icon to the right of the **Exam Preview** tab. — To view all tasks and question details, click **Launch All**. — To view individual tasks and question details, click **Launch** to the right of the task or question. — To print the **Exam Preview** window, click **Print Screen**.
9	Click **Close** to exit the *Exam Preview* window.
10	Click the **Exam Options** tab if not already displayed.

Step	Action
11	Enter all appropriate exam options. See the following *Exam Options* table for details.
12	When finished entering all options, click **Save Exam** to save and schedule the exam. **Result**: The following message displays. **If you Save your work right now, this assignment will be automatically scheduled and you will not be able to edit it any further within this Wizard. Do you wish to Proceed?**
13	Click **Yes** to save. **Result**: A message displays indicating that the exam is successfully created.
14	Click **OK**. **Result**: The wizard displays with a **green check mark** to the left of the exam. To create another exam, click the **blue +** icon.

Exam Assignment Options and Schedule

Option	Details if selected
Exam Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the exam name entered in Step 5.
Instructions	Enter additional instructions. **Default:** No instructions
Scoring and Delivery Options	
Pass/Fail	To use the Pass/Fail option: ■ Select the Pass/Fail check box. ■ Enter a threshold percent. **Default:** Not selected
Specify time limit	Enter the maximum exam time in minutes. **Default:** Untimed
Allow SAM Exam to be retaken	The field displays with 1 retake when you first select it. Enter the maximum number of retakes up to 50. Instructors can enable students to use the same exam for practice before submitting it for a final grade. **Default:** No retakes
Randomize tasks/questions	Display exam questions or tasks in random order rather than the original selection order. **Default:** Not randomized
Performance Task Options	

Option	Details if selected
Modify scenarios	Use a different task scenario. **NOTE:** Not all tasks offer multiple scenarios. **Default:** Scenario 1
Display feedback for each task item	Provide feedback after a student completes each task. **Default:** Feedback displays.
Specify incorrect actions per task	Enter the number of times a student can attempt to complete a task successfully before marking the task incorrect. Select a value between 1 and 10. **Default:** Three attempts
Display results at end of exam	Display scores at the end of the exam. **Default:** Results do not display
Testbank/Custom Question Options	
Display feedback for each question	Provide feedback when a student answers each question. **Default:** No feedback
Specify incorrect attempts per question	Enter the number of times a student can attempt to answer a question. (Select a value between 1 and 10.) **NOTE:** If you select **Display feedback for each question**, students can attempt the question once. **Default:** One attempt
Display feedback for each question	Provide feedback when the student answers each question. **Default:** No feedback
Exam Schedule Options	
Specify when exam is available	Options are as follows: ■ Click a single date or multiple dates to select. ■ Month– Click the **<** icon in the upper-left corner to go back one month; click the > icon in the upper right corner to go forward a month. **Default:** Always available
Specify always available password	(Displays if instructors do not specify available dates.) Enter password that students need to start the exam. **IMPORTANT**: Passwords are optional. If used, provide them to students. **Default:** No password

Option	Details if selected
Specify exam times and passwords	(Displays if you set available dates.) The **Set Available Dates and Times** window displays. Enter the following (optional): **Times and security** - Select all dates or individual dates. ■ Select **individual date** from the drop-down menu. ■ Assign times and passwords for each available date. **NOTE:** Passwords are optional. If used, provide them to students. **Default:** No times and passwords
Specify when students can view reports	Display exam performance reports to students as follows: ■ Never make reports available to students ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this exam available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Make student reports available (Specify a range of dates from the calendar) **Default:** Make student reports available beginning on current date.

Adding and Scheduling a Training Assignment

You can create training and exams in the wizard either together in the same session or in separate sessions. The following procedure starts a new session. If you are still in the wizard skip to step 3.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Express Creation**.
2	From the **Select Section** drop-down menu, select a section.
3	From the **Textbook** drop-down menu, select a textbook from which to create an exam.
4	From the **Chapter** tabs, select the chapter from which to create an exam. **Result**: The **Express Creation** wizard starts.
5	Click the Training Assignment tab. **NOTE:** If there are no training assignments available for a particular chapter, the **Training** tab does not expand to show content.
6	In the **Training Assignment** box, enter a *unique name* for the training assignment.
7	By default, all training assignments are selected. Deselect and select training to include. **NOTE:** Training can have a maximum of 150 tasks.

Step	Action
8	You can preview the whole training or individual tasks. ■ To preview individual tasks: click the corresponding **?** icon. ■ To preview the items: click the **Training Preview** tab. — Click the **Training Options** tab to close the training preview. ■ To Preview the training contents: click the **?** icon to the right of the **Training Preview** tab. — To view all tasks and question details, click **Launch All**. Click **Exit** when done. — To view individual tasks and question details, click **Launch** to the right of the task or question. Click **Exit** when done. — To print the **Exam Preview** window, click **Print Screen**.
9	Click **Close** to exit the Training Preview.
10	Click the **Training Options** tab if not already displayed.
11	In the **Instructions** text box, enter exam instructions.
12	Enter all appropriate training options. See the following *Training Options* table for details.
13	When finished, click **Save Training** to save and schedule the training. **Result**: The following message displays. **If you Save your work right now, this assignment will be automatically scheduled and you will not be able to edit it any further within this Wizard. Do you wish to Proceed?**
14	Click **Yes** to save. **Result**: A message displays indicating that the training is successfully created.
15	Click **OK**. **Result**: The wizard displays with a **green check mark** to the left of the training. **NOTE:** You can create only one training at a time during an Express Creation session.

Training Assignment Options and Schedule

NOTE: An * indicates a mandatory field.

Option	Details if selected
Training Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the training name entered in Step 6 of the *Adding and Scheduling a Training Assignment* procedure. Edit the training name, if desired.
Instructions	Enter additional instructions. **Default:** No instructions
Training Schedule Options	
Dates/Times and Security	
Specify when training is available	Select dates from the calendar when students can take the training. **Default:** Training is always available.
Specify always available password	(Displays if instructors do not specify available dates) Enter a password that students need to start the training. **NOTE:** Password is optional. If used, provide it to the students. **Default:** No password
Specify when training is due	Select a date when the training is due. **Default:** No due date selected
Available after due date	Select the check box to allow training to occur after the due date. **Default:** Not selected

Adding and Scheduling a Project Assignment

You can create projects in Express Creation using the following procedure.

Step	Action
1	On the **Navigation** bar, click **SAM Assignments** and then **Express Creation**.
2	From the **Select Section** drop-down menu, select a section.
3	From the **Textbook** drop-down menu, select the textbook from which to create a project assignment.

Step	Action
4	Click the appropriate **Chapter** tab to locate a project you want to add and schedule. **NOTE:** If there are no project assignments available for a particular chapter, the **Project** tab does not expand to show content.
5	When you have located the appropriate chapter with projects available, click the **Project Assignment** tab.
6	In the **Projects Assignment** box, enter a *unique name* for the project.
7	In the **Instructions** text box, enter project instructions.
8	You can preview the entire project in the left column underneath the assignment name field by scrolling to and then downloading the **Instruction**, **Start** and **Solution** files.
9	In the **Project Assignment Options and Scheduling** dialog box, enter and select from the various options. See the following *Project Scheduling Options* table for details. **NOTE:** Clicking the **Adjust Maximum Score and Step Weight** button enables you to adjust project weights. See the section Adjusting Project Weights for the steps.
10	When finished entering all options, click **Save Project** to save and schedule the project. **Result**: The following message displays. **If you Save your work right now, this assignment will be automatically scheduled and you will not be able to edit it any further within this Wizard. Do you wish to Proceed?**.
11	Click **Yes** to save. **Result**: A message displays indicating that the project is successfully created.
12	Click **OK**. **Result**: The wizard displays with a **green check mark** to the left of the project.

Project Assignment Options and Schedule

Option	Details if selected
Project Assignment Options	
*Assignment Name	Required field **Default:** Auto-populates with the project name
Instructions	Enter additional instructions **Default:** No instructions
Scoring and Delivery Options	
Maximum number of submission attempts	Enter the maximum number of times students can submit a project. Instructors can enable students to use the same project for practice before submitting it for a final grade. **Default:** Three attempts

Option	Details if selected
Pass/Fail Threshold	To use the Pass/Fail option: ■ Select the Pass/Fail check box. ■ Enter a threshold percent. **Default:** Not selected
Project Schedule Options	
Dates/Times and Security	
Specify when the project is available	Select dates from the calendar when students can . **Default:** Training is always available.
Specify always available password	(Displays if instructors do not specify available dates.) Enter a password that students need to start the project. **IMPORTANT**: Passwords are optional. If used, provide them to students. **Default:** No password
Specify Project times and passwords	Displays if the instructor sets available dates.) The **Set Available Dates and Times** window displays. Enter the following (optional): **Times and security** - Select all dates or individual dates. ■ Select **individual date** from the drop-down menu. ■ Assign times and passwords for each available date. **NOTE:** Passwords are optional. If used, provide them to students. **Default:** No times and passwords
Specify when students can view report	Display exam performance reports to students as follows: ■ Click the **Never make reports available to students** option button if you do not want your students to view results for this project. ■ Click the **Make student reports always available beginning 12:00 AM** option button if you want to make reports for this project available on a specific date. The date defaults to the first available date. You can click the **Calendar** icon to select a new date. ■ Click the **Make student reports available** option button to specify a range of dates when project reports will be available. You can click the **Calendar** icon to select to select a date. **Default:** Make student reports available beginning on the current date.

Using the Content Player

As an instructor, you can use the SAM Content Player to preview exams, trainings and training assignments.

There are three areas in the SAM Content Player:

- Title Bar
- Questions Area
- Control Panel

Title Bar: Assignment Information

The title bar of the Content Player's window lists general information about the assignment including:

- Your name
- The name of the assignment

Question Area: Assignment Questions and Tasks

The question displays either the question you need to answer or the simulated task you need to complete. Follow the displayed instructions.

When you begin a training, a window describing the training task displays. Click **Continue** to proceed with the training.

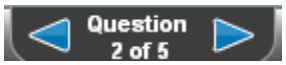
Control Panel: Content Player Controls

The control panel at the bottom of the page displays the Content Player controls. These include:

Control	Description
 	These controls enable you to do the following: ■ Open and close the menu of questions. ■ Select specific questions to answer. ■ Select tasks to perform.
For training assignments, different SAM versions and training types have different controls: ■ **Intro**: Provides a basic summary of the task. ■ **Observe mode**: Provides audio and visual instructions for the task. ■ **Practice mode**: Helps you perform the task by providing audio and visual prompts. ■ **Apply mode** : Enables you to perform the task without assistance. ■ **CC**: Enables you to use Closed Caption. The following are controls for various course subjects:	

Controls	Course Subject
	Microsoft Office2010
	Microsoft Office 2013
	Computer Concepts (training about Windows or the computer)

Control Panel: Content Player Controls (Continued)

Control	Description
	■ Displays when you are taking an exam. ■ Displays the ID of the current task or question.
	Enables you to go to the previous or next question in the task list.
	■ Displays when you are using training. ■ Ends one training mode and takes you to the next. **NOTE:** If clicked while in practice mode, it takes you to the next task.
 	■ Display when you are using the training's Observe and Practice modes. ■ Enable you to reset, rewind, pause and fast forward through the demonstration of each task. ■ Enable you to mute and unmute the audio presentation. ■ For Computer Concepts, enables you to use Closed Caption.
	■ Display when you are taking an exam. ■ Indicate the time remaining for a timed exam. ■ Indicate the number of attempts you have to answer the question or complete the task.

Control	Description
	Closes the Content Player. ■ If there are any unanswered questions or incomplete tasks, the following warning displays: **There are unfinished tasks. Are you sure you want to exit?** ■ Click **Yes** to exit or **No** to return to the session. — If you exit, you also see a summary of the session. You can click **Print** to print the summary or click **Close** to end the session and return to the **Preview Exam** or **Preview Training** window. — Click **Close** to close the **Preview** window and return to the **Exam**, **Training** or **SAM Assignments** page, depending on where you clicked **Preview**.

IMPORTANT: Do not use the **X** of the Windows control to exit the Content Player. If you click the **X** of the Windows control, you will lose your work.

Results

This section includes procedures for the following:

- Reports
- Dropbox
- Gradebook

Introduction

From the Reports tab you can generate a wide variety of reports:

- To track the performance of your students
- To maintain the Gradebook for a section
- To access Dropbox for a section

Reports

Generating Reports

For more details on each report, see Appendix B: SAM Report Descriptions.

Use the following procedure to generate reports:

Step	Action
1	On the **Navigation** bar, click **Results**. **Result**: The **Reports** tab displays by default.
2	From the **Report Type** drop-down menu, select a report type (**Exam**, **Training**, **Project**, **SAM Path** or **Other**). **NOTE:** Your selection determines the specific reports available to you.
3	From the **Report** drop-down menu, select a report. **NOTE:** Based on your **Report Type** and **Report** selections, specific search options display.
4	In the **Assignment** drop-down menu, select the appropriate assignment.
5	In the **Sections** list, select the appropriate section. **NOTE**: You can search for a section by entering search text in the **Search Section** text box.
6	Click **Generate Report**. **Result**: The selected report displays.
7	To close the report, click the **X** icon in the upper right of the report window. **IMPORTANT**: Do not click the X icon for Windows or you will exit SAM.

Viewing Reports

Once you have generated a report, it displays in a separate browser window. If the report viewer does not display, your browser is set to block pop-ups. Follow the steps in this document to turn off pop-up blocking.

The report viewer includes the following controls at the top of the page:

Control or Entry	Action
	Go to the first page of the report.
	Go to the previous page.
Enter page number and press **ENTER**	Go to a specific page.
	Go to the next page.
	Go to the last page.
Select on **Zoom** drop-down menu	Increase or decrease the size of the report on the screen.
Enter a search term in the **Find Text** field	Search for specific words within the report such as a section name. ■ Click **Find** to find the first occurrence of the word. ■ Click **Next** to find the subsequent occurrences of the word.
Export link	Exports the report in a number of formats so it can be used in other computer applications like Microsoft Excel or Word. To export the report use this procedure:

Step	Action
1	After you have generated the report, click the icon. **Result**: A standard file download dialog box displays.
2	Click **Open** to view the exported report in the associated application. **NOTE:** You can perform any of the functions that the application normally provides such as saving to a directory, printing, editing, and emailing it to another user.
3	Click **Save** to store the exported report to a directory on your computer, a file server or a removable drive. Once saved, you can view, print or email the report at some later time.

<table>
<tr><th>Control or Entry</th><th>Action</th></tr>
<tr><td>Print Using PDF link</td><td>Converts the report to Adobe’s PDF format. To print to a PDF use this procedure:
<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Click the Print using PDF link.
Result: A standard file download dialog box displays.</td></tr>
<tr><td>2</td><td>The following options are available:
■ Click Open to view the report using Adobe Acrobat Reader.
NOTE: You can print, save, email the report to yourself, or perform any other function provided by Adobe Acrobat Reader.
■ Click Save to store the PDF file to a directory on your computer, a file server or a removable drive.
NOTE: Once saved, you can view, print or email the report at some later time.</td></tr>
</table></td></tr>
</table>

Using Playback

A Playback simulation is available for the Individual Performance report for Office 2013 products only.

NOTE: If your Content Version is not 2013, Playback is not available. Individual Performance reports with Playback are also not available for the Windows 7 and Computer Concepts materials .

To view a Playback simulation for this specific report, use the following procedure:

Step	Action
1	On the **Navigation** bar, click **Results**. **Result**: The **Reports** tab displays by default.
2	From the **Report Type** drop-down menu, select a report type that contains an Individual Performance report (**Exam**, **Training**, **Project** and **SAM Path**).
3	From the **Report** drop-down menu, select **Individual Performance**.
4	In the **Assignment** drop-down menu, select the appropriate assignment. **NOTE**: You can search for a section by entering search text in the **Search Section** text box.
5	Click **Generate Report**. **Result**: The selected **Individual Performance** report displays.
6	Click the **Playback** link. **Result**: A simulation of the student’s steps in completing the assignment displays.
7	To close the report, click the **X** icon in the upper right of the report window. **IMPORTANT**: Do not click the X icon for Windows or you will exit SAM.

Report Types with Associated Reports

The following reports are available:

Type	Reports	
Exam	■ Frequency Analysis ■ Individual Performance ■ Section Results – by Exam ■ Section Results – by Section ■ Section Results – by Subject ■ Section Results – by All Students (0%): Displays all performance results for the selected section and lists a 0% score for an assignment not attempted or past the assignment due date. ■ Student Results – by Exam	■ Student Results – by Student ■ Student Results – by Subject ■ Student Results – All Assignments: Lists all Exam, Training and Project assignments for a given student ■ Student Completion Certificate ■ Student Specific Frequency Analysis ■ Exam Report Across Multiple Sections
Training	■ Individual Performance ■ Section Results – by Training	■ Student Results - All Assignments
Project	■ Frequency Analysis ■ Individual Performance ■ Section Results – by Project ■ Section Results – by Section ■ Student Results – by Project ■ Student Results – by Student	■ Student Results –All Assignments ■ Download Submitted Projects ■ Project Report Across Multiple Sections ■ Project Incident Report
SAM Path	■ Individual Performance ■ Section Results – by SAM Path	
Other	■ Section Roster	

Dropbox

Dropbox is a convenient filebox where students can submit files for instructor review.

NOTE: Dropbox should not be used by students to submit SAM project files.

Accessing Dropbox

Dropbox contains and displays the following:

- The students in your section who have submitted files
- The files that users submitted
- Basic information on submitted files such as:
  - Document type
  - Document size
  - Time and date of submission
- Your notes on those files

To access Dropbox from the Instructor side:

Step	Action
1	On the **Navigation** bar, click **Results**. **Result**: The *Results* page displays.
2	Click the **Dropbox** tab.
3	From the **Section** drop-down menu, select the appropriate section. **Result**: The **Dropbox** displays. **NOTE:** You can only access a section's **Dropbox** when you are its assigned instructor, owner or creator.

Viewing/Deleting a File in Dropbox

You can view, download and delete files submitted by students in Dropbox:

Step	Action
Viewing a file in the Dropbox	
1	Access the desired section in **Dropbox**.
2	Identify the file you want to view.
3	Click the **document** icon next to the file name.
4	In the resulting dialog box, you can perform the following tasks: ■ Click **Open** to view the file. ■ Click **Save** to download the file to your local disk.

Step	Action
Deleting a file in the Dropbox	
1	Identify the file you want to delete.
2	Click the **Trash Can** icon next to the file name. **NOTE:** Once deleted, you cannot retrieve the file.

Adding/Deleting a Note in Dropbox

You can add and delete notes for files submitted by students in Dropbox:

Step	Action
Adding a Note in Dropbox	
1	On the *Dropbox* page, identify the file for which you want to add a note.
2	In the *Notes* column, click **+** next to the desired file.
3	In the resulting window, enter the following: ■ A title for the note ■ A detailed description ■ Any attachments you want to make available to the student
4	Click **Save**.
Deleting a Note in Dropbox	
1	On the *Dropbox* page, identify the file from which you want to delete a note.
2	Click the **Trash Can** icon next to the note title. **NOTE:** Once deleted, you cannot retrieve the note.

Gradebook

The Gradebook contains a record of a section's student assignment results. From Gradebook you can perform a variety of tasks including:

- Viewing and Changing Scores
- Managing Gradebook Settings
- Managing Assignment Types and Weights
- Exporting a Section's Gradebook to a CSV file

Selecting a Section

Before viewing or maintaining a Gradebook, first select the section using the following procedure:

Step	Action
1	On the **Navigation** bar, click **Results**.
2	Click the **Gradebook** tab.
3	From the drop-down menu, select a section. **Result**: The section's student list displays.
4	If the Gradebook exceeds the width of the page, click the **>** key to see the next set or the **<** key to see the previous set. **NOTE**: No results display when the selected section contains no students or no student results. Instead of the table grid, the following message displays: **No Students are enrolled in selected section or no student results exist**.

Viewing and Changing Scores in the Table Grid

After you select a section and the section student list displays, on the table grid you can:

- View the section's total enrollment count and class average
- View and sort the student list
- View and change a student's final score (scores display in percentages)
- View and change a student's assignment scores (scores display in percentages)

See the following procedure for the steps:

Step	Action
1	**View Total Enrollment, Class Average and Sort the Student List** ■ After you have started Gradebook and selected a section, the table grid displays. ■ The student enrollment total and class average display in the upper left of the window. For each assignment type heading, the number of assignments and weight percentage display to the right of the heading name (The weight defaults are: exams 34%, projects 33% and training 33%).
2	To sort the student list, click the arrow icon to the right of the **Student Name** column heading.
3	To find a specific student in the list, in the text box below the **Student Name** column heading, enter a *student name* (partial spelling or complete). **Result**: the list filters automatically. **NOTE**: The default sort order is alphabetical in ascending order.
View and Change a Student's Final Score	
1	Click the final score to the right of a student's name.

Step	Action
2	Enter a new *final score* (scores display in percentages and you can only enter whole numbers). **NOTES**: ■ N/A displays in the final core when a student has not taken any assignments. ■ You cannot null out the final score, only individual assignment scores.
3	Press **Enter** or **Tab**. **Result**: The new final score displays in blue bold with an **Undo** icon to the right of the new score. The class average also adjusts.
4	To revert to the original, click the **Undo** icon.
View and Change a Student's Assignment Scores:	
1	Locate the appropriate assignment. Student assignment results display below the assignment type heading.
2	Click the assignment score to the right of a student's name. **NOTES**: ■ N/A displays when a student has not taken the assignment. ■ To null out an assignment score, enter two dashes (--) and press **Enter** or **Tab**.
3	Enter a new assignment score (scores display in percentages and you can only enter whole numbers).
4	Press **Enter** or **Tab**. **Result**: The new assignment score displays in bold with an **Undo** icon to the right of the new score. The class average also adjusts. To revert to the original, click the **Undo** icon. **NOTES**: ■ SAM Assignment types revert to the original score of record in the database. ■ Custom Assignment types revert to the last score entered.

NOTES:

- N/A displays as a grade when the assignment has not been assigned to the student or if the student has not taken the assignment.
- An underlined grade for an individual student assignment indicates that the grade is for this new assignment. The original assignment's grade is not replaced.
  - Students who completed the assignment have an underlined numeric grade.
- An * displays next to a student's name when the student has an individual assignment grade that does not replace the grade in Gradebook.

Managing the Gradebook

From the Manage tab in Gradebook, you can modify a variety of settings and methods, including adding custom assignment types. Specifically, you can:

- Modify the Gradebook settings
- Modify Export settings
- Modify Assignment Types and Weights

NOTE: The **Exams and Projects Scoring Method** is set to **Highest** and cannot be changed.

Modifying Gradebook Settings

Modifying Gradebook settings changes what displays to students in Gradebook. To change a section's Gradebook settings, use the following procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Settings**. **Result**: The **Settings** dialog box displays.
3	Select whether or not the Gradebook displays **Weights**, **Scores** and the **Final Score** to students. Select the checkbox next to the item to turn the display on. **NOTE**: The default is *not selected* or *off*. If all options are *off*, students are not able to see their Gradebook. **IMPORTANT**: You can select the **Show The Weight** checkbox only after selecting the **Show The Scores** checkbox.

Exporting the Gradebook

To export a section's Gradebook in CSV (comma-separated values) format use the following procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Export**. **Result**: A standard download dialog box displays.
3	In the download dialog box, click **Browse** and select a location on your local or network drive to save the CSV file. **NOTE**: If necessary, change the file name from the default SAM-Reports.
4	Click **Save**.

NOTE: If you want to import the Gradebook into another system, follow the standard import procedure for your learning management system.

Modifying Assignment Type and Weights

By default, assignment type weights are distributed as follows:

- Exams – 34%
- Training – 33%
- Projects – 33%
- New Custom Assignment – 0%

  NOTE: If an assignment type is empty, i.e., it contains no assignments, the assignment type displays in Gradebook with a single placeholder assignment. Red text displays with the name No Assignments.

You can adjust the weights of assignment types using the following procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	You can adjust the default weights in the text box that displays to the right of the assignment type. The total weight for all assignment types must equal 100%. If less than 100%, you cannot save your changes. To change the weight for an assignment type: ■ In the **Weight** text box to the right of the **Assignment Type**, enter a whole number less than 100. **NOTE**: If the section contains only one assignment type, the weight of that assignment must =100. ■ Click **Save Weights** or click **Cancel** to keep the current weight values. ■ Click **Done** to return to return to the Gradebook main page. **IMPORTANT**: If you click **Done** prior to clicking **Save Weights**, changes are lost.

Adding Custom Assignment Types and Adjusting the Weight Distribution

You can add a custom assignment type to the Gradebook using the following procedure.

NOTE: Use this feature if the section in question has assignments other than those currently supported by SAM (exams, projects and training). Examples of such custom assignments are class presentations or labs.

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.

Step	Action
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	Click **Add Assignment Type**. **Result**: A new assignment type displays in a new line.
4	In the **Assignment Type** text box, enter a *name* for the new assignment type. **NOTES**: ■ The new assignment type has a default weight of 0%. ■ If you want to change the weight distribution, proceed to Step 5. If not, stop with Step 4.
5	In the **Weight** text box, enter a **weight** for the new assignment type.
6	Adjust the weights of the other existing assignment types until the Final Score in the Weights row equals 100%.
7	Click **Save Weights** or click **Cancel** to keep the current weight values.
8	Click **Done** to return to return to the Gradebook main page. **IMPORTANT**: If you click **Done** prior to clicking **Save Weights**, changes are lost.

Deleting Custom Assignment Types

You can delete a custom assignment type only if the assignment type is empty (contains no assignments) and the weight equals 0%.

NOTE: You cannot delete the basic SAM assignment types (Exam, Project and Training).

To delete a custom assignment type, use the following procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	Select the custom assignment to delete. **NOTE**: You cannot delete an assignment type unless it is empty and the weight=0.
4	Click the **Delete This Assignment Type** link. **Result**: A confirmation dialog box displays.
5	Click **Yes** to delete the custom assignment type or click **Cancel** to keep the custom assignment type.

Editing Custom Assignment Types

You can edit a custom assignment type's name and weight value using the following procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	Select the custom assignment type to edit.
4	Enter a new name and new weight percentage.
5	Adjust all weights to equal 100%.
6	Click **Save Weights**.
7	Click **Done** to return to the Gradebook main page. **IMPORTANT**: If you click **Done** prior to clicking **Save Weights**, changes are lost.

Promoting an Individual Assignment to an Singled out Assignment Type

You may want to have an exam, training or project have a greater weight distribution, e.g., a midterm or final exam. To accomplish this, you need to promote an individual assignment to an assignment type. This new assignment type is referred to as a singled out assignment type.

Use the following procedure to create a singled out assignment type. The new singled out assignment type contains the assignment you promoted and displays with an assignment count of 1.

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	Select the appropriate assignment type. **Result**: To the right of the custom assignment type, the assignments associated with the type display.
4	Select the assignment you want to promote from the list of assignments.

Step	Action
5	Click the **Arrow** icon next to the assignment that you want to single out. **Results**: ■ The assignment moves from the original assignment type and displays as a new assignment type with the same name as the original assignment and with a default weight of 0%. ■ The original assignment type's total points update automatically. ■ The number of assignments in the new assignment type equals one. ■ Clicking the **Undo** icon moves the assignment back to its original assignment type. If the assignment has a weight value other than 0%, that value is added to the original assignment type.
6	Adjust the step weight for the new custom assignment type and all other assignment types. The total weight must equal 100%. **NOTE**: Keeping the weight of the new custom assignment type at 0% does not affect the weight total. Do this if you want to keep the new project type as extra credit, results of which can be considered if the instructor manually adjusts the total grade for the student.
7	If you have adjusted the weights including the weight for the singled out assignment type: ■ Click **Save Weight**. ■ Click **Done** to return to the Gradebook main page.

Adding a New Assignment

You can add assignments to both SAM assignment types and custom assignment types using the following procedure.

NOTE: You cannot add assignments to a singled out assignment type.

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	Click the appropriate assignment type. **Result**: To the right of the selected assignment type, the assignments associated with the type display.
4	Click the **+** sign to the left of the **Add Assignment** link. **Result**: The **Add Assignment** window displays.

Step	Action
5	Enter a *name* for the assignment. The name cannot exceed 50 characters. **NOTE**: You can add the grade for the custom assignment in the main Gradebook page.
6	Click **Done** to return to the Gradebook main page.

Deleting Individual Assignments

You can delete assignments from an assignment type using the following procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the **Section** drop-down menu, select a section. **Result**: The section's student list displays.
2	Click the **Manage** tab in the upper right corner of the window and then **Assignment Type and Weights**. **Result**: The **Assignment Type and Weights** dialog box displays.
3	Locate the assignment to delete.
4	Click the **Delete** icon next to the assignment. **Result**: A confirm deletion message displays.
5	Click **Yes** to delete or click **Cancel** if you do not want to delete the assignment.

Administration Settings

This section contains all the procedures you need to manage database and global functions in SAM. Topics include:

- Database Management
- Global Options
- Logging out of SAM

Introduction

If you are a designated SAM supervisor or administrator, the Administration Settings option is available on the Admin tab of the SAM **Navigation** bar.

The Administration Settings page provides tools for your institution's database, including Database Management and Global Options.

NOTE: You cannot change the database of other institutions.

Database Management

Managing Your Institution's Database

SAM maintains a list of both active (in use) and deactivated (marked for deletion) database items. These include:

- Users
- Sections
- SAM Assignments
- Exam Assignments
- Exams and Training Assignments
- Project Assignments
- Exam Custom Exam

Administrators or supervisors can perform the following database management functions:

- Flag to deactivate and delete active items.
  NOTE: Deactivated items do not display in lists or reports.
- Reactivate inactive items which remain unpurged .
- With Supervisor privileges, purge deactivated items, permanently removing them from your institution's database.

Searching for, Selecting and Processing Items

You can perform all available database management for which you have sufficient rights using the following procedure:

Step	Action
1	On the **Navigation** bar, click **Admin**. **Result**: The *Administration Settings* page displays.
2	Click the appropriate tab to perform an one of the following actions: ■ Deactivate ■ Purge ■ Reactivate
3	Click the appropriate option button for the item you want to manage: ■ Users ■ Sections ■ SAM Assignments ■ Exams and Training ■ Custom Questions
4	Select the check box next to an item to narrow the list of items: ■ Users: Admin, Instructors, Students ■ Sections: No further options ■ SAM Assignments: Exam Assignment, Training Assignment, Project Assignment ■ Exams and Training: Exam, Training ■ Custom Questions: No further options
5	To locate a user, enter a search term and press **Enter** to narrow the list of items. **NOTE:** Click the arrow to the left of the search field to specify a search category. This action depends on the search category. For example, you can specify: ■ Users: Name only ■ Sections: Section Name, Instructor Name ■ SAM Assignments: Assignment Name, Creator Name ■ Exams and Training: Exam or Training Name, Creator Name ■ Custom Questions: Question Name, Creator Name
6	Click Items to process. ■ Select All ■ Deselect All — If all items are selected, click the **Select All** again to deselect. ■ To select individual items, select the check box to the left of the item. — Select the check box again if you want to deselect the item.

Step	Action
7	To process the selected items, click the button corresponding to the action selected in Step 2: ■ **Deactivate**: Mark the selected items for deletion and remove them from displays and reports. **Result**: A message displays asking you to confirm the deactivation. — Click **OK** to continue Or — Click **Cancel** to stop the process. ■ **Purge**: Permanently delete the selected items from your institution's database (requires supervisor privileges). **Result**: A message displays asking you to confirm the purge. — Click **OK** to continue Or — Click **Cancel** to stop the process. ■ **Reactivate** Restore selected deactivated items. **Result**: A message displays asking you to confirm the reactivation. — Click **OK** to continue Or — Click **Cancel** to stop the process. ■ **Reset**: Return to Step 3 and begin your search again.

IMPORTANT: Purging items may affect other items in your institution's SAM database. The following table lists these affected items:

Purged Item	Other Affected Items Deleted with Purged Item
Inactive Student Users	All associated results
Inactive Instructor Users	■ Sections ■ Exams ■ Training ■ Custom Questions ■ Assignments ■ Assignment Results
Inactive Sections	■ Assignments ■ Assignment Results
Inactive Custom Exams	■ Assignments ■ Assignment Results
Inactive Exam Assignments	All associated results

Purged Item	Other Affected Items Deleted with Purged Item
Inactive Custom Training	■ Assignments ■ Assignment Results
Inactive Training Assignments	All associated results
Inactive Custom Questions	The custom questions from all associated exams.

Global Options

Managing Your Institution's Global Options

Global Options provides settings that control how your institution and its students use SAM. These settings include:

<table>
<tr><th>Global Option</th><th>Description</th></tr>
<tr><td>Allow own account creation</td><td>
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>Selected,</td><td>Users can click New User on the Login page to create accounts.</td></tr>
<tr><td>Not selected,</td><td>Only the supervisor, administrator or instructor can create the new student account using either manual account creation or SAM's import feature.</td></tr>
</table>
</td></tr>
<tr><td>Allow change names</td><td>If selected, users can modify their personal information using the My Profile screen in the student interface.
IMPORTANT: Users can only modify their first and last names. Users cannot modify Username, used in conjunction with a password to log into SAM.</td></tr>
<tr><td>Allow Print Certificate</td><td>
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>Selected,</td><td>Students can print a Certificate of Completion to document their completed exams and projects.</td></tr>
<tr><td>Not selected,</td><td>Only instructors can print certificates for students</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Global Option</th><th>Description</th></tr>
<tr><td>Allow Print Score</td><td>
<table>
<tr><th>If…</th><th>Then…</th></tr>
<tr><td>Selected,</td><td>The Certificate of Completion includes the exam or project score.</td></tr>
<tr><td>Not selected,</td><td>The certificate does not indicate that the student completed the exam or project.</td></tr>
</table>
</td></tr>
<tr><td>Select Institution time zone</td><td>Selects your institution’s time zone from the drop-down list.
NOTE: Changing the Institution time zone affects the schedules for existing assignments.</td></tr>
</table>

Modifying Global Options

Step	Action
1	On the **Navigation** bar, click **Admin**. **Result**: The *Administration Settings* page displays.
2	Click the **Global Options** tab. **Result**: The options and your institution’s current settings display.
3	Modify the options as appropriate.
4	Click **Save**. **NOTE**: To restore original setting, click **Reset**.

Logging Out of SAM

On the **Navigation** bar, click **Logout**.

Result: The *SAM Login* window displays indicating that you have successfully logged out of SAM.

Appendix A: Troubleshooting Guide

The following section provides some basic explanations of screens that may display during the normal use of the SAM LMS and Content Player.

Login and SAM Access Issues

The online help that displays on the SAM Login Page at http://sam.cengage.com provides help in configuring your specific browser for use with SAM and avoiding any additional warnings or pop-up boxes from appearing while using the site.

You can also find setup information in Getting Started with SAM.

Recovering and Resuming from a Crash or Lost Connection

If your computer crashes or you lose your connection to SAM during an exam or training assignment, you can restart it once conditions return to normal. Log in as you normally do, go to the SAM Assignments page and re-select the assignment. The assignment displays in **red**. The Content Player begins where you left off and any completed questions and tasks are saved.

If you have a problem logging back into SAM or re-starting the Content Player, clear your browser's temporary Internet and history files using the following procedures.

Internet Explorer

Step	Action
1	Start Internet Explorer.
2	On the **Tools** menu, click **Delete Browsing History**. **Result**: The **Delete Browsing History** dialog box opens.
3	Select the Temporary Internet Files and History check boxes.
4	Confirm that the other check boxes are not selected.
5	Click **Delete**.

Firefox for Windows

Step	Action
1	Start Firefox.
2	On the **Tools** menu, click Clear Recent History. **Result**: The **Clear Recent History** dialog box opens.
3	From the drop-down menu, select the appropriate time range to clear. **NOTE:** If you are not certain, click everything.
4	Select the Browsing & Download History and Cache check boxes.

Step	Action
5	Confirm that the other check boxes are not selected.
6	Click **Clear Now**.

Chrome for Windows

Step	Action
1	Start Chrome.
2	On the **Tools** menu, click **Clear browsing data**.
3	Click **Clear browsing history**, **Clear download history**, **Delete cookies and other site and plug-in data**.
4	In **the Clear Browsing Data** dialog box, click **Empty the Cache**.
5	Confirm that the other check boxes are not selected.
6	Click **Clear browsing data**.

Safari for Macintosh

Step	Action
1	Start Safari.
2	On the **Safari** menu, click **Reset Safari**. **Result**: The **Reset Safari** dialog box displays.
3	Select the **Clear History** and **Empty Cache** check boxes.
4	Confirm that the other check boxes are not selected.
5	Click **Reset**.

Troubleshooting Project-Related Problems

When uploading a completed project file, SAM checks for the following five things:

1. The embedded key in the uploaded file matches the key assigned to your start file.
2. The uploaded file name matches the name expected by SAM.
3. The file type matches that of the project's start file. For example, if the system expects a a Word 2010/2013 document (.docx extension), then you must upload a Word 2010/2013 document.
4. The file contains no viruses.
5. The file does not exceed SAM's maximum file size (Office 2010: 1741 KB; Office 2013: 5 MB)

If the completed project file fails any of these tests during upload, the upload fails and an appropriate alert displays. To resolve these problems, follow the instructions in the sections below:

Wrong Key

If this occurs, you are not using the SAM account used to download the original start file. Log back into SAM using the correct start file and account.

Wrong Name

If this occurs, rename the file with the name SAM expects. Refer to the **Project information** on the **My SAM Assignments** page for the correct file name.

Wrong Format

If this occurs, you changed the format of the project start file using the **Save As** function. Example: You might have saved a Word 2010/2013 document as a Word 97-2003 file. If this is the case, you should use the **Save As** function again to save the document using the format that SAM expects.

If you changed the document to something other than its native format (Example: You changed a Word document to an HTML document) and you do not have the original start file, you need to download a new start file from the **Project information** on the **My Assignments** page and start over.

Wrong Application

This error occurs if you used an application other than Office 2010/2013 to work on a project file. SAM rejects project files created by the following applications:

- Office 2008 for Macintosh
- WordPad for Windows
- Any version of the full Office 2007 suite (This requires SAM 2007.)
- Any third-party application that supports Office 2013 file formats

Virus Detected

If this occurs, you need to run an anti-virus utility to disinfect your computer and any other computer on which the file was stored. Popular products include Norton AntiVirus and McAfee VirusScan.

The anti-virus utility performs one of the two following actions to the project file:

- If possible, it disinfects the project file and enables you to submit it again for grading.
- The anti-virus utility could also quarantine or delete the file. If this is the case, you need to download the project file again from the **Project information** on the **My SAM Assignments** page and start over.

Maximum File Size Exceeded

This error occurs if the file you are uploading is more than SAM's maximum file size (Office 2010: 1741 KB; Office 2013: 5 MB).To resolve, edit the file, removing any extraneous content and attempt to upload it again.

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Appendix B: SAM Report Descriptions

SAM Reports fall into five categories

- Exam Reports
- Training Reports
- Project Reports
- SAM Path Reports
- Other Reports

NOTE: For steps to generate a report, see Reports in the Results section of this document.

Exam Report Descriptions

The following table provides a brief description and list of fields for available Exam Reports. Some reports enable you to select the student identifier to display. Options include:

- Last Name, First Name
- Username
- Alias
- Blackboard ID
- Student ID
- Email Address

Report Name	Description	Available Fields
Frequency Analysis	Displays performance results for each exam task for the section as a whole	■ Subject Identifier ■ Activity ■ Task (task id) ■ Average Time (mm:ss) ■ Correct ■ Incorrect ■ Skipped ■ Not Presented ■ Percent Correct
Individual Performance	Displays performance results for each exam task for a specific student	■ Subject ■ Activity ■ Tasks (task id) ■ Result
Section Results – by Exam	Displays performance results for each student in the section grouped by exam	■ Student Identifier ■ Section ■ Date Taken ■ Score ■ Number of Correct ■ Time (hh:mm:ss) ■ Pass/Fail
Section Results – by Section	Displays performance results for the section as a whole for each student in the section	■ Student Identifier ■ Date Taken ■ Score (%) ■ Number of Correct ■ Time (hh:mm:ss) ■ Pass/Fail

Report Name	Description	Available Fields	
Section Result – by Subject	Displays performance results for each student in the section grouped by subject	■ Student Identifier ■ Section ■ Date Taken	■ Score ■ Number of Correct ■ Time (hh:mm:ss)
Section Results by All Students (0%)	Displays all performance results for the selected section and lists a 0% score for an assignment not attempted or past the assignment due date	■ Student Identifier ■ Section ■ Date Taken	■ Score ■ Number Correct ■ Time (hh:mm:ss) ■ Pass/Fail
Student Results – by Exam	Displays performance results for selected student(s) grouped by exam	■ Student Identifier ■ Section ■ Date Taken	■ Score ■ No. of Correct ■ Time (hh:mm:ss) ■ Pass/Fail
Student Results – by Student	Displays performance results for exam(s) grouped by student	■ Student Identifier ■ Date Taken ■ Score	■ No. of Correct ■ Time (hh:mm:ss) ■ Pass/Fail
Student Results – by Subject	Displays performance results for students grouped by subject.	■ Student Identifier ■ Section ■ Date Taken	■ Score ■ Number of Correct ■ Time (hh:mm:ss)
Student Results – All Assignments	Displays all exam, training and project assignments for a specific student	■ Section ■ Assignment ■ Date Taken ■ Score	■ Number of Correct ■ Time (hh:mm:ss) ■ Pass/Fail ■ Type
Student Completion Certificate	Displays a formal certificate of completion to the student for the exam taken	■ Student Identifier ■ Exam Name	■ Date Completed ■ Score
Student Specific Frequency Analysis	Displays performance results for specific students in a section with details of instructor name and a task and score summary	■ Exam ■ Section(s) ■ Assignment ■ Scheduling Instructor	■ Total Number of Tasks/Questions ■ Average Score ■ Task and Score Summary

Report Name	Description	Available Fields
Exam Report Across Multiple Sections	Displays performance results across more than one section (selectable from list of sections)	■ Student Identifier ■ Section ■ Assignment ■ Scheduling Instructor ■ Date Taken ■ Score ■ Number of Correct ■ Time (hh:mm:ss) ■ Pass/Fail

Training Report Descriptions

The following table provides a brief description and list of fields for available Training Reports. Some reports enable you to select the student identifier to display. Options include:

- Last Name, First Name
- Username
- Alias
- Blackboard ID
- Student ID
- Email Address

Report Name	Description	Available Fields
Individual Performance	Displays performance results for a training task for a specific student	■ Subject ■ Activity ■ Task ID ■ Task ■ Apply Complete
Section Results – by Training	Displays performance results for each student in the section grouped by training assignment	■ Student Identifier ■ Section ■ Number of Apply Tasks ■ Percent Complete
Student Results – All Assignments	Displays performance results for all assignments for a specific student	■ Student Identifier ■ Section ■ Number of Apply Tasks ■ Percent Complete

Project Report Descriptions

The following table provides a brief description and list of fields for available Project Reports. Some reports enable you to select the student identifier to display. Options include:

- Last Name, First Name
- Username
- Alias
- Blackboard ID
- Student ID
- Email Address

Report Name	Description	Available Fields
Frequency Analysis	Displays performance results for each step in the project for the section as a whole	■ Step Number ■ Text ■ Activities ■ Full Credit ■ No Credit
Individual Performance	Displays performance results for each step in the project for a specific student	■ Step Number ■ Text ■ Activities ■ Result
Section Results – by Project	Displays performance results for each student in the section grouped by project	■ Student Identifier ■ Section ■ Submission Date ■ Score ■ Pass/Fail ■ Submission Status
Section Results – by Section –	Displays performance results for a section as a whole for each student in the section	■ Student Identifier ■ Date Submitted ■ Number Submitted ■ Score ■ Pass/Fail ■ Submission Status
Student Results – by Project	Displays performance results for selected students grouped by project	■ Student ■ Section ■ Submission Date ■ Number Submitted ■ Score ■ Pass/Fail ■ Submission Status
Student Results – by Student	Displays performance results for a project grouped by student	■ Assignment ■ Date Submitted ■ Number Submitted ■ Score ■ Pass/Fail ■ Submission Status
Student Results – All Assignments	Displays performance results for all assignments for selected students	■ Section ■ Assignment ■ Date Taken ■ Score ■ Number of Correct ■ Time (hh:mm:ss) ■ Pass/Fail ■ Type

Report Name	Description	Available Fields
Download Submitted Projects	Displays detailed results for students for each step in the project including correct/incorrect actions and references to steps in the corresponding textbook	N/A
Project Report Across Multiple Sections	Displays performance results for students across multiple sections	■ Student ■ Section ■ Scheduling Instructor ■ Assignment ■ Submission Date ■ Score ■ Pass/Fail ■ Submission Status
Project Incident Report	Displays incidents of student cheating	N/A

SAM Path Report Descriptions

The following table provides a brief description and list of fields for available SAM Path Reports. Some reports enable you to select the student identifier to display. Options include:

- Last Name, First Name
- Username
- Alias
- Blackboard ID
- Student ID
- Email Address

Report Name	Description	Available Fields
Individual Performance	Displays performance results for a specific student for all assignments (exams and training)	■ Performance Tasks — Subject — Activity — Tasks (task_id) — Result ■ Training Individual Performance — Subject — Activity — Tasks (task_id) — Apply Complete ■ Exam Individual Performance — Subject — Activity — Tasks (task_id) — Result

Report Name	Description	Available Fields	
Section Results – by SAM Path	Displays performance results for SAM Paths (exams and training)	■ Exam Section Results — Student — Section — Date Taken — Score — Number of Correct — Time (hh:mm:ss) — Pass/Fail	■ Training Section Results — Student — Section — Number of Apply's Completed — Completion Percent — Completed Date

Other Report Descriptions

You can display the section roster for a selected section with the Section Roster Report.

Report Name	Description	Available Fields	
Section Roster Report	Displays the student roster the selected section	■ Student Name ■ ID Number ■ User Name	■ Alias ■ Email

THE ABOVE PROCEDURES COMPRISE THE STANDARDS AND EXPECTATIONS CENGAGE LEARNING HAS SET FOR ITSELF REGARDING TECHNICAL SUPPORT AND MAINTENANCE. NOTHING CONTAINED THEREIN SHALL GIVE RISE TO ANY RIGHTS IN ANY PERSON OR OTHER ENTITY OTHER THAN CENGAGE LEARNING AND CENGAGE LEARNING SHALL HAVE NO LIABILILTY TO ANY PERSON OR OTHER ENTITY FOR FAILURE TO MEET SUCH STANDARDS OR EXPECTATIONS.

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